VIẾT THƯ ÔN 3 ĐỀ CHÍNH:

1. THƯ THAN PHIỀN – COMPLAIN LETTER
2. THƯ XIN VIỆC – APPLICATION LETTER
3. **COMPLAIN LETTER**

+ Giới thiệu bản thân

+ Lý do viết thư

+ Vấn đề gặp phải

+ Mong muốn cách giải quyết vấn đề từ công ty, nhà hàng, khách sạn,..

**Complain about a device**

From:

To:

Subject: The Iphone X, the Iphone 8, Hotel’s food, Complain about the food, Complain about the iphone.

Dear The gioi di dong, Sir, Manager, ten nha hang. ( Ex: the Mira hotel )

My name is ….. I am a student of Thu Dau Mot University. …

(I am one of your VIP customer. /I am a VIP customer at your store. )

**REASON: ( chữ đen in đâm gạch dưới không viết vào bài)**

I am writing this letter to let you know that + câu van de can noi/ de cap den

I am writing this letter to let you know about my Iphone X’s problem.

**When:**

I bought the Iphone X at your store on Sunday, 25th, Sep, 2017. ( on last Sunday) ….. / on thegioididong.com

**Problem:**

However, two days ago I got trouble with this phone. ….. ( ghi van de ra)

First, the phone cannot unlock because the screen is broken=> co the giai thich ly do vi sao bi nhu vay. In addition, the sound was really bad.

It was not as good as what your staff told me. The phone always turns into black whenever I use it. I bought a new iphone but I do not know why it has a scratch on the back of the phone. Plus, it is very hot every time I play game.

I feel unhappy about the product’s quality.

**Mong muon : ( what do you want from the company)**

I hope that you can change a new one or fix this phone with no fee for me.

I know the phone is under warranty for 12 months, so can you fix or replace a new one for me? If …..

If I donot receive the new one, I will not use your service anymore and I will tell all of my friends not to use your company’s service. /I need an explanation for this problem. (I will go to the company with my lawyer.)

I am looking forward to hearing the good news from your company/ store/ restaurant/ hotel

Customer/ Best/ kind regards,

Ký tên

Bài mẫu tham khảo 1

**You have bought a new mobile phone and in a few days after purchase it has stopped working. You spoke to the company representative a week ago but the phone has still not been repaired.**

Write a letter to the company. In your letter

– introduce yourself

– explain the situation

– say what action you would like to company to take.

Dear Sir,

I am Tram, the resident of Binh Duong. I am writing to bring to your attention a problem that I am facing with your warranty service on the purchase of a mobile phone ‘Samsung Galaxy’ from one of your stores at the city centre on 12st of May, 2018

The mobile phone worked fine for the first few days, but as soon as I started using the mobile camera suddenly stopped working and I am also experiencing an issue with the touchscreen.

I haven't store much data on the phone but then also the mobile speed (performance) has reduced drastically as compared to when I bought it. Since this phone was covered with a 1-year warranty, I immediately sent it back to your store. The customer service representative intimated me that the phone will be repaired in few days, and will be dispatched to my home address. But to my dismay, when I spoke to the sales representative a week ago, I was shocked to discover that they had not even sent the phone to the repair store yet.

As per the contract, I am entitled to get my cell phone replaced as it has not been repaired in the 6 months from the date that I claimed warranty.

I would highly appreciate if you could look into this matter. My phone is still under warranty and I would like you to replace this faulty set with a new one.

Looking forward to a swift action on this.

Sincerely,

TRAM

**Bài tham khảo 2:**

From: Vo Huynh Yen Vy

To: Thegioididong

Subject: Complain about the service.

Dear the representative of thegioididong.

My name is Vy. I am a student of Thu Dau Mot university.

I am writing this letter to let you know about the the service of the thegioididong.

I bought the Oppo phone at your store on Monday, 21st, May, 2018.

When I bought the phone at the store, it was very good. The shop staff checked Oppo phone and make sure that it did not have any problems. I was very satisfied.

However,  in a few days after purchase it has stopped working. I do not know what problem. I did not break the phone and it does not have any problem. In the morning, I unlock my phone to check my email and it turns into black. Then, I cannot unlock my phone. It was not as good as your staff told me. It is aslo very hot everytime I charger.

Beacause my phone in under warranty for 12 months, so I told to the representative of the store where I bought the Oppo phone that I wanted to fix or replace a new one for me. My request was spent a week ago but the phone has still not been repaired. I am really unsatisfied beacause they do not relay my request.

I felt your was so bad. I hope that you can change a new one or fix phone with no fee for me. If I do not receive the phone or you do not fix my phone, I will not use your service anymore.

I am looking forward to hearing the good news from your company.

Customer,

Vy

Phần luyện viết lại:

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**Complain about food**

Dear…,

Introduce your self : 2-3

I am writing this letter to complain about your restaurant’s service/ food.

I went to your restaurant/ the + teen nha hang, khach san…+ thoi gian last week, yesterday, two days ago,…

Bạn đã ăn món gì, gặp phải vấn đề gì.

I requested a chicken, noodles and a soup. When the waiter/ waitress brought out the food, It was really bad. The chicken was over roast, therefore, it turned into black. If I ate it, I could got cancer. In addition, noodles is sweet like a cake. Soup was so cold as well…..

I felt your restaurant’s service was so bad. I hope that you can remind your chef before bringing the order for the customer.( To me, I will never come back to you restaurant) To me, I need an apologize from your restaurant.

I am looking forward to seeing the best dishes next time.

Ki ten sign your name ( thanks and best regards, )

Bài viết tham khảo:

Dear ….,

I am Nguyen Thi A…. I am writing to complain about the worst quality of food at your restaurant. Yesterday, I had an official dinner at your restaurant. This dinner was arranged by me for my best friend. I am extremely disappointed with the food at your restaurant. My friend was simply amazed at the food quality. I ordered a spaghetti, a steak and a chicken and a soup but unfortunately. The chicken was over roast, soup was quite sweet and it had a strange smell. As it was a dating dinner, the food quality was the main concern. My friend got severe illness after reaching home. And the doctor diagnosed that the food was contaminated that lead to infection. My friend is much angry on the choice of restaurant. Based on the architecture and decoration of your restaurant, I thought it to be the best in food quality. But, you just disappointed us. I request you to keep the priority on the quality of food rather than external decoration.

I really expect an apologize from your restaurant and I hope you will be careful in future.

Sincerely,

Luyện viết lại bài:

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1. **APPLICATION LETTER**

**From:/ To:/ Subject: Application letter**

Dear manager/ HR department,

+ Nói lý do viết đơn xin việc và nói tại sao bạn biết đến cv

+ Liệt kê bằng cấp, kỷ năng, kinh nhiện bạn có phù hợp với cv đang tuyển dụng

+ Tại sao bạn lại hứng thú với công việc

+ Nói về thời điểm bạn có thể bắt đầu làm việc

**Bài viết mẫu 1**

I am writing this application in response to my recommendation at working as a/an …… that currently available at + tên nơi tuyển dụng. I just finished university, and now I would like to face with variety challenges in my life and to accumulate more experience by trying another working environment. After exchanging tên công ty’s recruitment information + nơi đã xem được thông tin tuyển dụng. I am really passionate about this position.

I experienced working as a/ an ……….for over three years so I believe that this matches your requirements. Furthermore, I am a very hard working person and I have a lot of patience for everything. (I also have lots of ideas and enthusiasm.) Moreover, I am always willing to learn from not only new things but also my mistakes.

I would welcome the opportunity to discuss my qualifications for the position. As your requirement. I can start working immediately. If you have any questions for me, you may reach me via my phone or email.

Thank you for your time and consideration.

Sincerely,

**Bài mẫu 2**

I saw the Shop assistant job advertised in the News yesterday on TV, so I am writing this letter to apply for the position. I am studying at the university and I am looking for a part time job while I study. I have worked in a shop and in a restaurant before so I think I am really suitable for this job. In addition, I am a very friendly person, I am always enjoy serving customers. Moreover, I was trained the way how to behave with customers. I have a neat appearance. I can also speak English and Chinese.

Fortunately, I can start working immediately for your shop because I am on holiday. If you have any questions for me, you may reach me via my phone or email.

Thank you for your time and consideration.

Sincerely,

Luyện viết:

Write an email to apply for the shop assistant job at Mode Fashion. Follow the instruction below:

* Say how you known heard about the job
* List the skills that match the job advert.
* Say if you can start immediately.

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You are Mary, you have seen an advert in a newspaper for a job working in the City Shop during the holidays. You decide to apply for the job.

In your letter of application you should:

* Introduce yourself
* Explain what qualifications, experience and special skills you have
* Explain why you are interested in the job

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ESSAY GỒM CÁC ĐỀ SAU:

* ADVANTAGES AND DISADVANTAGE OF TEACHNOLOGY
* HAPPINESS
* EDUCATION ( chủ đề này quá rộng bạn cứ học trong phần nói để viết là được)

Bài tham khảo

In the world today, people cannot live without technologies such as televisions, mobile phones, computers and others. Although technology is very important because it is used for almost everything, technology also has its advantages and disadvantages.

First, the evolution of technology is beneficial to humans for several reasons. At the medical level, technology can help treat more sick people and consequently save many lives and combat very harmful viruses and bacteria. The invention of the computer has connected people around the world. Technology also help people save time and therefore, money. Some devices increased the productivity of almost every industry in the world. Modern transportation technology also makes it very easy to travel long distances.

On the other hand, the evolution of modern technology has disadvantages, for example, dependence on new technology. Man no longer needs to think they become lazier. Finally, as most technological discoveries aim to reduce human effort, it would imply that more work is done by machines. This equates to less work for people: the human is becoming ever so obsolete by the day, as processes become automated and jobs are made redundant.

To conclude, I think the benefits that technology brings to human is beyond its disadvantages. I think people should use technology in the right way to make it much more useful.

**Essay topics:**Friends and family bring more happiness than money and possessions. How far do you agree with this statement?

It is undeniable that everybody wants to be happy. Some people think that happiness can come from their family and friends, while other people believe that happiness comes from many and possessions. In my view, happiness comes both from close friends and family and also having enough money and possessions.

In the one hand, everybody needs enough money to spend on accommodation, food and other necessities are less stressed and so have fewer arguments. In addition, they can plan for things like their children's education or buying a bigger house. Furthermore, having more money can help people plan for the future so they have more control over their life. However, children can be very lonely if their parents have to work all day. It is true that having a good time with friends and family bring people more happiness than a fast car or new clothes.

On the other hand, poor people are not usually happy, even if they have a large families and many friends. It is not easy for people who have serious problems or no change of changing their life. These factors can often cause people to have problems with stress and illness and this will mean they are not able to enjoy life. Their best friends and family may be able to support them and help them by lending money, but this may lead to problems. Therefore, I agree that family and friends are important, but without a good income, they may not be enough.

In conclusion, I believe that both money and possessions as well as a family and friends are significant to happiness.

( bài này có gợi ý trong tờ Day 2 agree and disagree cô phát với những ý tưởng khác)