Period 2, Course 3, Module 1

**Assignment 2:**

**Write a formal letter of advice. Make sure you use the correct layout. Your letter should have between 180-220 words. Read the situation below and write a letter in response.**

You work at the customer service department of Coolblue and a new client, Alyssa Myers, has written you a letter explaining the following:

Alyssa wants to buy a new smartphone but she has no idea where to start. She has had the Samsung S7 for about three years and she really enjoyed using that phone. She is definitely open to a newer version of Samsung, but she also wants to be openminded towards other types of phones. She doesn’t know how or where to start. She would like your advice on how to start looking for a new phone and what she needs to keep in mind when buying one.

Alyssa’s address: Stationstreet 10, 6131BA Sittard

Write your letter of advice below:

Aalsterweg 91

Eindhoven 5615 CC

The Netherlands

19 October 2022  
  
Ms Myers

Stationstreet 10  
  
Sittard 613BA

The Netherlands

Dear Ms Meyers,

I am currently writing this letter to you as you have requested our advice on how to look for a new phone and what to keep in mind if you want to buy one. This is what I would advice you to do when you are looking for a new phone.

When you are looking for a new phone, it is very important to know what you are going to use it for. For example, checking emails, scrolling on social media, playing games. If you are only going to use it for emailing and scrolling through social media a phone with a maximum of 6 GB RAM storage is enough for you.   
I also saw that you have used a Samsung S7 before and therefore are open to a newer version the brand, but that you are also open minded towards other phones. In this case it is about your own preference, for example a lot of people like the brand iPhone because it is very user friendly and easy to use. Therefore, if you find it hard to deal with Samsung, iPhone could be a very good option.   
If you are looking for a phone that fits anywhere and is very easy to bring with you, I would recommend the Samsung Galaxy Z flip 4.

I hope that my advice will help you on your journey on finding a new phone.

Yours sincerely   
  
handtekening

Tutai tran