**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 Mediamarkt and a new client, Betty Bright, has written you a letter explaining the following:

Betty wants to buy a new laptop but she has no idea where to start. She has had the Lenovo 300e Chromebook for the past year but didn’t like her experience. She wants a laptop with a bigger screen, better performance and longer lasting battery. She doesn’t know how or where to start looking for a new device, because there are so many options. She would like your advice on how to start looking for a new laptop and what she needs to keep in mind when buying one.

Betty’s address: Eindhovenseweg 22, 5678BR Eindhoven