Chapter 6 – Exercise 3.D: Restaurant Sales Letter in full block style

July 11, 2019

Mr. Marko Nogič

123 Another Street

Utica, MS 39175

Dear Mr. Nogič:

Have you ever experienced authentic Middle Eastern cuisine? Al-Mataam Arabian Bistro offers just that: the most authentic Middle Eastern dining in Mississippi. Come on down for exciting flavors straight from the Arabian Peninsula.

Here at Al-Mataam Arabian Bistro, we pride ourselves on our resolve when it comes to staying true to Mediterranean and Arabian classics. You will find favorites such as vertical-grilled shawarma, savory tandoor-smoked mandi, juicy kabob, and our special sweet and spicy kabsa. For dessert, why not finish your meal with a decadent kunafa or customized baklava? Finally, we offer freshly grilled camel imported directly from Al-Khobar, Saudia Arabia, for culinary thrill-seekers such as yourself. For the kids, we offer meals from our Kid’s Menu such as junior shawarma wraps and ever-reliable chicken tenders, all served with our specially spiced french fries.

To learn more, stop by our store in Ridgeland or give us a call at **(601) 555-1234**. You can also visit us online at [**www.almataam.com**](http://www.almataam.com). There you can find our full menu, calendar of events, and online order form for fast and easy take-out.

Stop by between now and the end of Eid al-Adha (Wednesday, August 14) for our mid-Eid specials, with discounts up to 15% on select platter items. Additionally, we will be offering a different extra entrée not on our normal menu every week. Don’t miss out on this exotic opportunity!

Thank you,

Edward Auttonberry

General Manager

Chapter 6 – Exercise 7.D: Model discontinuation letter, addressed to international recipient in full block style

July 11, 2019

Ms. Anisah Neesah

Head Mechanic

Vicksburg Water Vessel Repair, Inc.

123 River Street

Vicksburg, MS 39170

Dear Ms. Neesah:

Thank you for your repeated business with Fixit Vehicle Diagnostics Solutions. We are honored to know that our products have met the quality and functionality requirements of your shop for the past several years.

Advancements to hardware and software have caused devices in every industry to undergo dramatic physical and functional changes. To stay competitive, all computers must utilize the latest components available. For this reason, we discontinued many of our older models in favor of newer ones that incorporate faster circuitry and better software. Unfortunately, this means that we cannot fulfill your recent order for 3 replacement BoatFix 2000M-T1’s, as that specific model has been discontinued.

We would encourage you to choose one of our newer available models. Out of the options we have, we believe that one of the newer models, the BoatFix 3800L, would best suit your needs. As it is a relative of the model you ordered, this new model has all the same functionality. Additionally, this model performs diagnoses faster, uses less power to operate, and has a built-in backlight. You will find this product familiar, as the user-interface and button layout are structured the same on the new and the old models.

If you would like to place an order for a set of BoatFix 3800L’s, please contact us by phone at **(800) 111-2222**. If you do not believe the suggested model is suitable for your business, feel free to browse our catalogue of diagnostics modules. The catalogue is available online at [**www.fixitdiagnostics.com/catalogue**](http://www.fixitdiagnostics.com/catalogue). We will happily answer any questions or concerns about the suggested model or any item in the catalogue.

Sincerely,

Edward Auttonberry

Sales Manager

Chapter 6 – Exercise 9.A: Complaint letter about billing error in modified block style

123 Main St.

Tupelo, MS 38801

(601) 123-4567

July 11, 2019

Ms. Anisah Neesah, Customer Service Manager

Local Electric Company

123 Alternate Road

Tupelo, MS 38801

Dear Ms. Neesah:

I have recently received my monthly electric bill for my property at 123 Main Street in Tupelo which I believe to be in error. The bill states that I owe 392$ for the month of June. However, my average monthly bill during the summer is about 220$. In a typical month, the greatest source of electricity usage is my computer, which I use to run computationally expensive rendering software. The issue is that I was on vacation for three weeks during the month of June, meaning that my computer was not running for that time. I find it odd that my electric bill has somehow increased while I was away.

Before I left for my vacation, I turned off most of the electric devices in my house. This includes the air conditioning system, all lights, my television and anything connected to it, and my computer. The only thing that stayed on was my refrigerator and home security system. I am the only one who inhabits this household, I have not made any late payments, and there was no service done recently, either.

For these reasons, I believe my meter should be inspected for faults and my bill should be duly corrected. If this bill is valid, I would like an explanation about what the charges are. Please contact me by phone at **(601) 123-4567** or by email at [**edward.auttonberry@email.provider**](mailto:edward.auttonberry@email.provider).

Thank you for contacting me within the next week.

Regards,

Edward Auttonberry