



Formal Letters

The structure of the complaint letter

Introduction – State reason(s) for writing

Main body – Paragraphs 2-3 state complaint(s) with justification

Conclusion – Closing remarks

COMPANY NAME ADDRESS	
To	Date:
Dear Mr. _____ I want to know about the steps you will take to avoid the problems we are facing from longtime. (Describe the problems including date and time if required) <ul style="list-style-type: none">• Problem 1• Problem 2• Problem 3 Write about what actions are suggested by you in details to avoid the problems in future. I am confident that you will consider my suggestions or resolve the problem soon and avoid them in future.	
Yours sincerely, Your Name Title Company name	

A Letter of Apology

COMPANY NAME

ADDRESS

To

Date

Dear Mr. _____

I was sorry to hear about the problems that your executive has been experiencing during the trips that we organized for him. I have taken up the problems with the various companies concerned, and can report the following:

1 paragraph

2 paragraph

3 paragraph

I hope this information is useful and will encourage you to continue to use our services.

Yours faithfully,
Your Name
Title
Company Name

Case

«Travelmart» is international business travel company is based in Moscow, Russia. It was founded in 1996. It is the leading tour operator in its sector with a full range of business travel services. We are highly experienced in handling the requirements of today's business traveler. Among our many clients are multinational world's companies. One of its most important clients is the large multinational corporation Nike Inc, whose Headquarter is in Beaverton, Oregon, USA.

Recently, Nike's Executive Chairman has had problems when he has been on business trip organised by «Travelmart».

A top-down view of a dark wooden desk. In the upper left, a white smartphone is partially visible. Next to it is a black pencil. A white notebook is open, with a pair of black-rimmed glasses resting on its left page. Below the notebook is a white computer keyboard. In the bottom right corner, there is a white ceramic cup of black coffee on a matching saucer.

Task

Stage1

Work in groups of 6. Travelmart company and Nike Inc.

One of you is Account Manager, the others are travel consultants who work with the Account Manager.

- Each member of the groups (Account Manager/travel consultants) reads one of the problems and makes notes about it.

Stage 2

- The Head of Travel at Nike phones the Account Manager of Travelmart to set up a meeting, so that they can discuss the problems that Executive Chairman had while on business trip.
- role-play the telephone conversation to set up the meeting.

Group Nike: One of you is the Head of Travel. You want to arrange a suitable time for a meeting with the Account Manager of Travelmart. Here is your diary for the week.

	Morning	Afternoon
Monday	All day at exhibition	
Tuesday	Free	Appointment at dentist 2 p.m.
Wednesday	Meeting	Free after 1 p.m.
Thursday	Training session all day and early evening	
Friday	Correspondence+interviews	Free after 2 p.m.

Group Travelmart: You agree to a meeting with Nike's Head of Travel. Here is your dairy for next week

	Morning	Afternoon
Monday	All day meeting to discuss new business development	
Tuesday	Presentation to the Board of Directors. You may be available late in the afternoon, after 5 p.m.	
Wednesday	All day meetings with clients	Free
Thursday	Medical check-up	Free
Friday	Writing a report	Flight to New York 6 p.m.



Stage 3

- Following a request from Travelmart's Account Manager, Nike's Head of Travel sends summaries of problems which Executive Chairman at Nike Inc. had during recent business trips
- Write a Letter of Complaint



Complaint

I was on a flight to Moscow, but the flight was diverted to Helsinki because of bad weather. There was a lot of confusion at Helsinki because the airline sent all the passengers to the same hotel for the night. Some passengers became very aggressive when they tried to get a room. I had to share a room with another passenger. The hotel made all passengers pay for their rooms. The next morning, we had to wait six hours in a cold terminal for the flight to Moscow.

The airline wouldn't pay for our hotel expenses. They said the circumstances were 'beyond their control'. I think we should be compensated for all the inconvenience. My luggage didn't arrive, they promised to find my bags and send them to me. Some weeks later, they wrote they couldn't find the bags and asked me to fill out a claim form. It's three weeks later, and still no news from the airline. What can you do about it for me?



«Organisation
effectiveness depends on
the quality of
relationships»



Stage 4

- Write a Letter of Apology
- What can Travelmart do to help to solve the problem?
- What is the best solution for the executive chairman?
- What should he hope to get from the company concerned?



Reflection