

Task:

You recently bought an item in the supermarket but later found out that something was wrong with it you come back to the supermarket but the staff weren't helpful.

Write a letter to the supermarket manager and say:

- **What time did you purchase.**
- **What was the problem with**
- **What do you want the manager to do about it?**

Dear Sir/Madam,

I am writing to explain ~~my may~~ dissatisfaction regarding ~~to~~ your employees' misbehavior in Amirabad branch.

I ~~have been am~~ your ~~loyal royal~~ customer for several years. Last week on Monday 23rd October, I bought a bottle of milk from your Amirabad supermarket. As I trust your staff, I asked them to bring a bottle while I was on a business call. When I got home I realized that the expiry date was passed, so I went back to the supermarket in order to change it, but unfortunately your staffs refused to change it with this ~~lame excuse that they pretext (excuse): we are~~ not assure when I ~~had you~~ bought it!

I have to say a bottle of milk is not the matter but the manner of your colleagues and ~~shirking shrink-~~ ~~form~~ their responsibility about customers' health excessively disappointed me.

Hereby, I would like to ask you to refund my cash or give me a new one instead, and train your staffs to respect the customers' right, satisfaction and health.

I look forward to hearing from you.

Yours faithfully,

Sarvenaz Ashrafi

Task:

You have an advertisement for a part time job welcoming visitors to your town, write to recruiter. In your letter:

- **Explain why you want the job**
- **Describe why you would be a good person for the role**
- **Describe any relevant experience you may have**

Dear Sir/ Madam,

I was notified you are looking for a tour guide leader in order to support new-arrival tourists for coming summer, hereby I would like to apply for this job vacancy.

I am 35 years old and studying Contemporary History in the university of Tehran as a PhD student. As you know having a full-time occupation is forbidden for doctorate students, thus I am looking for a part-time job in order to afford my daily expenditures as /since-(since)??? I cannot make ends meet.

I think I can tackle this job because not only am I keen on this kind of professions, but also I have am- graduated in the related field. On the other hand, I am familiar with the majority of picturesque sites and scenery of this city, so I can introduce and demonstrate the city quite well.

For your information I have such related experiences in Shiraz as a PASARGAD's tour guide when I was a bachelor of science student as well as passing some courses and trainings in this regard.

I would appreciate a reply at your earliest convenience.

Thanks a lot for your great consideration.

Yours sincerely,

Sarvenaz Ashrafi