

Practice Exercise Letter of Complaint (2)

10 Rose Avenue
Upper Street
Tralee
County Kerry
Eir Code: 2451#©

Friday, February 5, 2017

Customer Services Department
Dry Clean Business
New Street
Tralee
County Kerry
Eircode: 235#!!

Dear Mr. Murphy

I wish to make a complaint about a suit which I brought to your business 2 weeks ago to be cleaned. It is a black tailored suit with cufflinks on the sleeves.

I wore this new suit just once to a dinner party and decided to bring it to your business to have it cleaned.

When I arrived home, I noticed a stain on the lapel of the suit jacket and upon closer inspection came to the very clear conclusion that this matter could only have occurred as a direct result of an error on the part of your laundrette during the cleaning process.

This situation is most unsatisfactory, and I would like you to replace the suit immediately as the possibility of repair is not a viable alternative!

Please confirm upon receipt of this letter your intentions with regards to resolving this issue promptly.

Yours Sincerely,

D. Casey

1. Set the Right Margin of the page to 2cm.
2. Type the entire letter in Calibri (Body) size 11pt.
3. Change to Font of the 2nd paragraph to Corbel.
4. Change the Font size of the 2nd paragraph to 10pt.
5. Copy the format of the 2nd paragraph and apply it to the rest of the letter using Format Painter (do not include the address, date, or greeting).
6. Insert the following line of text after the full stop at the end of the 2nd sentence in the 1st paragraph: This suit was newly purchased by me for €299.
7. Apply Bullet Points to the first 2 paragraphs.
8. Change the words Customer Services Department to all UPPERCASE using the Case Change Button.
9. Underline the words CUSTOMER SERVICES DEPARTMENT and change the Font Colour to Blue.
10. Right Align the address and date.
11. Apply 1.5 line spacing to paragraphs 2 and 3.
12. Indent the words: Dear Mr. Murphy by 1.5cm.
13. Run Spell and Grammar check and correct any errors.
14. Enter your name at the bottom of the document.
15. Save As Practice Formal Letter of Complaint.

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Yours Sincerely,

D. Casey

Your Name