

TASK:

Choose one of the scenarios below and write an appropriate letter of complaint. Follow the 3x3 Writing Process and the business writing formulas, (i.e. AIDA and IDCA) to clearly and effectively explain your complaint and request. Use the appropriate outline for writing your letter. You need to figure out the specifics, like what exactly happened and what you want.

Scenarios:

1. You recently visited Bob's Family Restaurant and found two fingernails in your meal. Write a letter to the owner, Bob, explaining what happened.
2. The principal of your school removed a seating area due to bullying. Write a letter expressing your frustration with this situation
3. Your cellphone bill from TbayTel includes \$125 in extra charges. You tried to get them removed at the local store but they won't help. Write a letter to TbayTel customer service with your problem.
4. You purchased a new digital camera but the pictures are always out of focus. Write a letter to the company, (make it up), explaining your issue and requesting either a refund or a new camera.

Checklist/Success Criteria:

- Use of business writing formulas and processes (Planning, Writing, Revising)
- Letter includes all the necessary parts, paragraphs, and points (see note)
- Spelling and grammar has been edited and is pretty awesome
- Written neatly or typed

Marks:

THINKING	-	Idea, content and information is thoughtful and clear	/5
APPLICATION	-	Use of business writing styles and formulas	/10
COMMUNICATION	-	Clear ideas, spelling, and grammar	/5
TOTAL MARKS FOR YOU, WHICH IS ALL THE ABOVE ADDED UP, YO:			/20