Certificate in Vocational English
(Reading and Writing Skills: Workplace Correspondence Module) (QF Level 2)
Sample Task

You are Linda Fong, a customer service officer at ClubAsia, a travel agency which plans
and arranges tour packages for clients. You have received a complaint from a client, Jeff
Lo.

Read the email and your handwritten notes (in italics) below. Using all the information
provided, write a reply to Jeff in 100-120 words.

Complaint about Holiday Package

Date: 27 Nov 2014
From: jefflo@yahoo.com
To: comments@clubasia.com
Subject: Complaint about Holiday Package

Dear Sir/Madam
I am writing to complain about the unsatisfactory service we experienced during our holiday in Jeju
Island last week. It was a 5-day family holiday package and we stayed at Sunshine Resort Hotel as
recommended.

We arrived at Jeju Airport as scheduled. However, it took us an hour to wait for your representative to
pick us up. The outdoor facilities in the hotel were limited since the on-site golf course and the hot
spring bath were closed for three days during our stay. Also, the package we booked included hotel
breakfast and dinner but there was a lack of variety of restaurants.

We were disappointed that our holiday was ruined because of your substandard service. I look
forward to your explanation.

Regards
Jeff Lo

Offer:
- family dinner: Lung King Heen (Four Seasons Hotel)
  ➔ Michelin starred restaurant (fine Cantonese food)
- vouchers attached

Problems investigated:
- Operations Dept: late pickup ∴ car problem + traffic jam
- Sunshine Resort Hotel: facilities closed ∴ urgent repair & safety check needed
  (severe storm before Mr Lo’s arrival)

unforeseen happenings

Hotel management:
- Apologise: two restaurants only ∴ small hotel
- decision: build 3rd one ∴ high demand for Chinese cuisine