



Name \_\_\_\_\_ Date \_\_\_\_\_

To: "The Shoe Company"  
From: "Bobby Anders"  
Subject: Customer Complaint

To Whom it May Concern,

I have trusted the Shoe Company to protect the feet of my employees for over a decade now. I recently purchased a few pairs of boots from your company for my staff. Though my staff were initially satisfied with the boots, the soles began to fall apart on then after just twelve weeks. This was extremely surprising considering that came with a five year warranty. The boots are unsafe to wear because my staff are pouring hot concrete. Please respond as soon as possible with instructions on how I can return the boots and receive a refund.

Thank you,  
Bobby Anders

Bobby Anders, Foreman, BA Construction

The Shoe Company  
24 Circular Rd.  
Castlebrook, PA. USA

Bobby Anders  
BA Construction  
48 Wheat St.  
Boston, MA 02124 USA

June 4, 2007

Thank you for your e-mail concerning the poor quality of our rubber soled black work boots. A representative will be by your office next week to pick up the damaged boots. We apologize for any inconvenience this has caused you and your staff. Along with six new pairs of work boots for your staff, we have included one extra pair. We have also enclosed a free year's supply of sole protector spray. In our retail stores, this spray is always recommended to buyers who work on heated floors. This should have been brought to your attention at the time of your initial order (received by telephone on November 16, 2007). Please excuse our oversight. To date we have had no complaints about these work boots from customers who have used the protector spray. However, should you use the spray and find that you are still unsatisfied with the boots, please return the boots and spray for a full refund. Thank you for supporting The Shoe Company. Have a Happy New Year.

Sincerely,

Stanley Oliver, President



Name \_\_\_\_\_ Date \_\_\_\_\_

1. Which company was unsatisfied?
  - a. Stanley Oliver's company
  - b. The Shoe Company
  - c. BA Construction
  - d. The sole company
  
2. How many people are on Bobby Ander's staff?
  - a. Four
  - b. Five
  - c. Six
  - d. Twelve
  
3. What is the spray used for?
  - a. to protect the boots from water
  - b. to protect the soles from heat
  - c. to protect the floors from soles
  - d. to protect the boots from rubber
  
4. What should Bobby Anders do if he remains unsatisfied?
  - a. Return just the spray
  - b. Call the President
  - c. Mail another letter
  - d. Request a refund