

CLASS 11 ENGLISH
WRITING SKILLS
FORMAL LETTER WRITING
(LETTER OF COMPLAINT)
ASSIGNMENT

Do the following questions in your Practice Register.

- 1.** You are Pawan /Reena of 240, Dayal Bagh, Agra. Write a letter to the Manager, M/s Rajeev Sales Corporation complaining about the poor performance of the washing machine that you purchased from their showroom and asking him to either replace the product or rectify the problem. Give all the relevant details.
- 2.** You are Deep/Deepa, Librarian of Happy Public School, Ghaziabad. You had placed an order for a few books for your school library. When the books were delivered, you found that some were damaged and some volumes were even missing. Write a letter to the Sales Manager of Student Publishers Limited, Darya Ganj, Delhi asking for immediate replacement.
- 3.** As Mr. Rishi Shankar, Lab Assistant of Ryan International School, Delhi, you had placed an order with Universal Scientific Equipments, Moti Nagar, Delhi for test tubes and jars for the school laboratory. When the order was received, you observed certain defects. Write a letter of complaint seeking immediate replacement.
- 4.** You are Prateek Suri/ Pratibha Suri, Manager of 'Food Galore', a multi cuisine restaurant based in Ghaziabad. Write a letter to Manager of Sambhavi Furnishers, Ghaziabad, complaining about the defective supply of furnishing and upholstery items that you purchased for the restaurant.
- 5.** You are Shivansh/ Smriti Mathur, Store Incharge of Vishakha Coaching Institute, New Delhi. Last month you had purchased computers in bulk for your Institute from KV Dealers, Gandhi Market, Delhi and have found their working faulty. Write a letter to the dealer asking him to replace the computers immediately under the terms and conditions of the deal.