

PART III (15 marks)

Instruction: Read the situation and complete the task.

Situation

Your office building recently underwent minor renovations including the redecoration of six toilets by ABC Constructions and Renovations. There have been a series of complaints from staff members in the last week that the work done is unsatisfactory. With leaking faucets, sinks that do not drain properly and the flush not functioning, using the toilets has been a nightmare for the staff. You have already called twice to have the matter resolved over the phone. However, nothing has been done to date.

Task

Write a letter of complaint to the company. Your letter should state your reasons for writing, what you want to complain about, and what you would like ABC Constructions and Renovations to do.

Your letter must be written using the full block format.

Note: Marks will be deducted for direct lifting of sentences from the given situation.