

OALCF Task Cover Sheet

Task Title: Writing a Business Letter of Complaint

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes ____ No ____	
Goal Path: Employment <input checked="" type="checkbox"/> Apprenticeship ____ Secondary School ____ Post Secondary ____ Independence <input checked="" type="checkbox"/>	
Task Description: In this task set, a learner needs to write a formal business letter of complaint on behalf of the office where they are working to the company from which they purchased office supplies. It must report the mistakes in the order and ask for the situation to be corrected.	
Competencies: A Find and Use Information B Communicate Ideas and Information	Task Group(s): A1 Read continuous text B2 Write continuous text
Level Indicators: A1.1: Read brief texts to locate specific details B2.1: Write brief texts to convey simple ideas and factual information B2.2: Write texts to explain and describe information and ideas B2.3 Write longer texts to present information, ideas and opinions	
Performance Descriptors: see chart on last page	
Materials Required: <ul style="list-style-type: none">• Question or Task Sheet• Computer and Word Processing Software• XYZ Office Supplies Packing Slip (attached)	

Task Title: Writing a Business Letter of Complaint

Instructor Preparation: Review the Tasks below. Help the learner prepare with skill-building activities. Ensure that the learner understands the structure of a formal business letter including its key elements:

- return address (unless the letter is on company letterhead)
- date, name and title to whom the letter is addressed
- address
- attention line (optional)
- opening greeting or salutation
- body
- closing
- signature
- There may also be a list of “cc” (who received copies of the letter) and enclosures (documents or information sent with the letter)

Business letter formats are used by companies to communicate information within their organization and between the company’s personnel and outside parties (other companies or individuals).

In this task, the learner, as the Office Manager of Bolt Fasteners, has received an order of office supplies from XYZ Office Supplies. Unfortunately, the order is not correct. Instead of receiving six boxes of letter-sized paper, four were sent. Instead of receiving four boxes of legal-sized paper, six were sent. The Office Manager ordered six packages of Messages pads but none were included in the order. A letter of complaint must be written to XYZ Office Supplies to ensure the order is corrected.

The Office Manager of Bolt Fasteners, has received an order of office supplies from XYZ Office Supplies. Unfortunately, the order is not correct. Instead of receiving six boxes of letter-sized paper, four were sent. Instead of receiving four boxes of legal-sized paper, six were sent. The Office Manager order six packages of Messages pads but none were included in the order. A letter of complaint must be written to XYZ Office Supplies to ensure the order is corrected.

Task 1: Name five types of information that should be included in a formal, business letter.

Task 2: Circle, highlight or underline the office supplier's name and address on the packing slip.

Task 3: Circle, highlight or underline the three mistakes on the packing slip.

Task 4: What is the Order Number and Date on the packing slip?

Task 5: What three things need to happen in order to correct the office supplies order and ensure that Bolt Fasteners receives all the supplies that were ordered?

Task 6: Using a computer, type the formal letter of complaint. Be sure to include the specific details of the mistakes in the order, how you would like the mistakes to be corrected and the packing slip number and date.

XYZ Office Supplies – Packing Slip
123 King Street East
Anytown, ON L4M 2O9
Tel: 555-555-5555

Order # 123456
Date: October 21, 2012

Ship to:

Bolt Fasteners
63 St. Andrews Street
Somewhere, ON N28 3M0

Item and Number	Quantity Ordered	Quantity Shipped
Letter-sized paper - boxes	6	6
Legal-sized paper - boxes	4	4
Message pads - packages	6	6
Letter-sized Memo Pads	10	10
Blue pens - boxes	5	0 (back ordered)
Total Items	31	26

Invoice will be sent separately. Thank you for your order. Please contact Customer Service if you have any questions.

Task Title: Writing a Business Letter of Complaint – ANSWER SHEET PART A

Task 1: Name five elements (types of information) that should be included in a formal, business letter.

The learner can include any of the following elements:

- return address (unless the letter is on company letterhead)
- date
- name and title to whom the letter is addressed
- address
- attention line (optional) opening greeting or salutation
- body
- closing
- signature
- list of “cc” (who received copies of the letter)
- enclosures (documents or information sent with the letter)

Task 2: Circle, highlight or underline the office supplier’s name and address on the Packing Slip.

Refer to Answer Sheet Part B – Copy of the Packing Slip with information highlighted.

Task 3: Circle, highlight or underline the three mistakes on the Packing Slip.

Refer to Answer Sheet Part B – Copy of the Packing Slip with information highlighted.

Task 4: What is the Order Number and Date on the Packing Slip?

Order # 123456 and Date: October 21, 2012

Task 5: What three things need to happen in order to correct the office supplies order and ensure that Bolt Fasteners receives all the supplies that were ordered?

- two more boxes of letter-sized paper need to be sent to Bolt Fasteners
- two boxes of legal-sized paper need to be returned to XYZ Office Supplies
- six packages of Message pads need to be sent to Bolt Fasteners

Task 6: Using a computer, type the formal letter of complaint. Be sure to include the specific details of the mistakes in the order, how you would like the mistakes to be corrected and the Packing Slip Number and Date.

The learner should prepare a final draft of the letter. The learner should include how the amounts listed on the Packing Slip do not match the actual items received in the order. The letter should also include a clear request about how the mistakes should be corrected, e.g a detailed request for missing items and a pick up of the over-shipment of legal-sized paper. Be sure that it contains all the key elements of a formal, business letter. Use the performance indicators to assess the final draft.

ANSWER SHEET PART B

XYZ Office Supplies – Packing Slip (Task 2)

123 King Street East

Anytown, ON L4M 2O9

Tel: 555-555-5555

Order # 123456

Date: October 21, 2012

Ship to:

Bolt Fasteners

63 St. Andrews Street

Somewhere, ON N28 3M0

(Task 3)

Item and Number	Quantity Ordered	Quantity Shipped
Letter-sized paper – boxes	6	6
Legal-sized paper – boxes	4	4
Message pads – packages	6	6
Letter-sized Memo Pads	10	10
Blue pens - boxes	5	0 (back ordered)
Total Items	31	26

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Task Title: Writing a Business Letter of Complaint

Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	• reads short texts to locate a single piece of information			
	• decodes words and makes meaning of sentences in a single text			
	• follows the sequence of events in straightforward chronological texts			
	• follow simple, straightforward instructional texts			
	• identifies the main idea in brief texts			
B2.1	• writes simple texts to request, remind or inform			
	• conveys simple ideas and factual information			
	• demonstrates a limited understanding of sequence			
	• uses sentence structure, upper and lower case and basic punctuation			
	• uses highly familiar vocabulary			
B2.2	• writes texts to explain and describe			
	• conveys intended meaning on familiar topics for a limited range of purposes and audiences			
	• begins to sequence writing with some attention to organizing principles (e.g. time, importance)			
	• connects ideas using paragraph structure			
	• uses limited range of vocabulary and punctuation appropriate to the task			
	• begins to select words and tone appropriate to the task			
	• begins to organize writing to communicate effectively			

B2.3	• writes texts to present information, summarize, express opinions, present arguments, convey ideas or persuade			
	• manages unfamiliar elements (e.g. vocabulary, context, topic) to complete tasks			
	• selects and uses vocabulary, tone and structure appropriate to the task			
	• organizes and sequences writing to communicate effectively			
	• uses a variety of vocabulary, structures and approaches to convey main ideas with supporting details			

This task: was successfully completed____ needs to be tried again____

Learner Comments

Instructor (print)

Learner Signature