

Name:

Class:

ELA 9 Functional Writing Assignment

Business Letter: Complaint

For this assignment you will be required to write a complaint business letter. Three drafts will be done: A point form rough draft, a fully hand-written rough draft, and a final word-processed draft.

The situation:

Imagine that your name is Alex White and you are a listener of The Fox Radio in Hinton, Alberta. Recently you have noticed that music selection and variety has become quite poor and is no longer as enjoyable to listen to as it once was. The Fox radio has advertised on air that any complaints are to be directed to Dave Cardinal.

The Assignment:

Write a business letter to Dave Cardinal in regards to your dislike of the variety of music and music selection at Fox radio in Hinton, AB.

When writing, **be sure to**

- **Identify** the purpose of the letter
- **Explain** the details of the situation and request
- **Organize** your thoughts appropriately in sentences and paragraphs
- Use **vocabulary** that is appropriate and effective
- **Sign** your letter *Alex White* – **do not sign your own name**
- **Address** the envelope

Address Information:

Use the following information for your letter and to address the envelope.

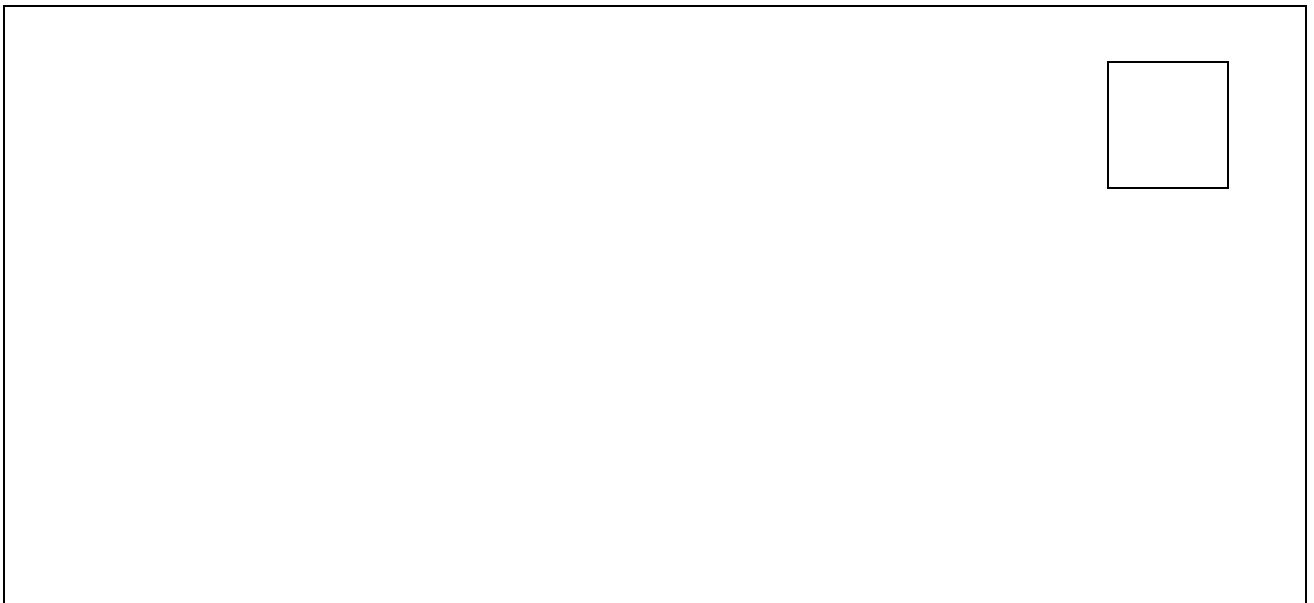
Dave Cardinal

Dave Cardinal is the General Manager at Fox Radio in Hinton, Alberta. The address for his office is #100-506 Carmichael Lane. The postal code is T5S 2E4.

Alex White

Your name is Alex White and you live in Hinton, Alberta. Your postal code is T7V 1J7. Your address is 265 Sunwapta Drive. Your phone number is (780) 432 – 1654. The date is September 29, 2011.

Envelope



A large rectangular box representing an envelope. In the top right corner of this box, there is a smaller square box, likely intended for a postage stamp.

Rough Draft – Point Form

Heading: *(Write down the heading in the space below in the proper order)*

Inside Address: *(Write down the inside address in the space below in the proper order)*

Salutation *(Greeting)*:

Body: *(In point form, answer the following questions)*

1. What is the problem?

2. When did you notice the problem? *(You can make up this information)*

3. How has this situation inconvenienced you?

4. Tell what you want done about it.

5. Make sure to say you want a reply to your letter by phone or by letter. When do you want your response by?

6. Your expressed anticipation of a satisfactory response to the complaint

Closing: *(Pick one of the two standard closings)*

Signature:

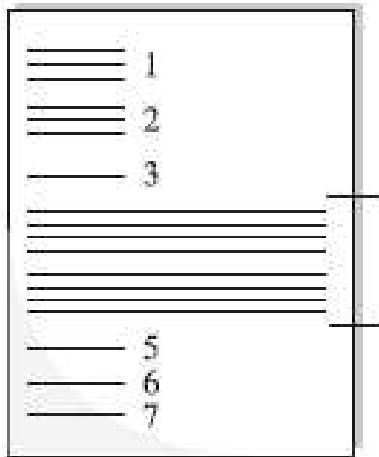
Printed Name:

Rough Draft – Hand-Written

Use the block format for your business letter. Make a hand-written copy of your letter using your point-form rough draft as a guide. Be sure to write your rough draft on a single sheet of loose leaf paper and staple it to the back of this booklet.

Once done, you are to edit your own letter, then have a peer edit your letter. Be sure to sign the following as proof of your editing. Marks can and should be made on your rough draft so that you can remember the changes to be made.

Self Edit	Peer Edit
Signature:	Name:
	Signature:



The block format. In this format, all parts of the letter run along the left side of the page (margin). No paragraphs in the body are indented.

Final Typed Letter

During class time you are type and print out a final copy of your business letter using the block format. This letter will then be stapled to the back of this booklet and handed back to Mr. Madsen for marking.