

Sample Essay 5

Dear Sir / Madam,

Re: Complaint about two staff members of your Tsim Sha Tsui branch

I am writing to complain about the poor service your company provided at your TST shop recently. I bought a shirt from your Tsim Sha Tsui branch yesterday afternoon. I found the manners of your staff members unacceptable. I am also disappointed that the quality of the purchase is far from satisfactory.

First of all, your staff member Lily does not know a thing about how a sales assistant should behave. Once I got into the store, she looked at me with hostility as if I had been bothering her. During my time in the shop, she had never stopped chewing gums and talking on the phone. From time to time, she even swore. I was given cold shoulder several times when I asked her for assistance. Another staff member, Katie, was equally unhelpful. She kept flipping through a gossip magazine without glancing at me even once. The unfriendly atmosphere made me feel uncomfortable.

When I had chosen a shirt and asked for another colour and size, Katie looked very impatient and I heard her murmuring. As the shirt did not fit well, I asked for an alteration. She did not bother to take my measurements properly. When I returned two days later intending to pick up the altered shirt, I was shocked that parts of the shirt were out of proportion. Obviously, it was due to Katie's negligence when she took my measurements. Seeing that the collar had been tarnished, and some fabric was scratched, I asked for a new one. But your staff explained that it had been altered so any exchange would not be possible.

I have been a supporter of your company because I like the designs of your clothes, but this time I feel very irritated and disappointed with your staff's inconsiderate behaviour and hope your company will pay more attention to the customer services. I sincerely hope that the work attitude and manners of your staff can be improved through more comprehensive and intensive staff training. Also, there should be supervisors from the headquarters carrying out regular spot checks and mystery shoppers to ensure that a high standard of customer services is to be provided.

For the purchased shirt, I am requesting a replacement or a refund. If no satisfactory arrangement is made, I will hand the case over to the Consumer Council. I hope this will not be necessary. Thank you very much.

Yours faithfully,
Chris Wong

(420 words)

Grammar Analysis

1. Text type and format – You are asked to write a letter of complaint to the Customer Service Manager of a boutique. At the beginning, you should address the manager with 'Dear Sir/Madam'. A title is needed to point out the purpose of writing. End the letter by a formal complimentary close 'Yours faithfully, Chris Wong'.
2. Genre – It is a descriptive and expository writing. You are expected to describe your experience in the boutique, how you were treated and what you expect the boutique to improve or follow up your complaint.
3. Language and formality – The language and tone in a letter of complaint should be serious and formal. You should sound strict in the letter in order to show your dissatisfaction with the boutique more effectively.
4. Organisation – You should address the recipient at the beginning of the letter, followed by a title to show the purpose of the letter. In the content paragraphs, describe the problems you complain about. Finally, state your suggestions for improvements and possible actions.