

Look again at the case study on page 90. Now look at the letter below received by the Customer Services Manager at Brookfield Airport before any of the changes were made.

In most of the lines 1 to 5 there is one extra word that does not fit. One or two of the lines, however, are correct. If a line is correct, put a tick in the space next to that line. If there is an extra word in the line, write that word in the space.

- 8 Invest in that company, and you risk to lose all your money.
- 9 The market leader failed to notice new developments in the market.
- 10 He recommended buying the most expensive product in the range.

Reading

Customer Services Manager
Brookfield Airport
Brookfield B98 4FU
3 August 2005

Dear Sir or Madam

I am writing to complain in the strongest terms about the baggage reclaim facilities at Brookfield Airport. On a recent flight back from Barcelona, we has waited 35 minutes for our baggage to arrive after getting off the plane – a two minute walk. Why did it take off so long? Also, one of my suitcases was badly damaged up. This may have happened at Barcelona, but the airport there is very modern. I'm sure the damage was done in by the baggage handlers at Brookfield.

I look forward to receiving your reply.

Yours sincerely

Fiona Giddings

Fiona Giddings

Writing

You are the Customer Services Manager. Write a reply (130 to 150 words) to Fiona Giddings.

- Thank her for her letter.
- Apologise for the inconvenience.
- Then continue the letter depending on what you decided when you did the case study.
- EITHER:** If you decided to spend money on improving the baggage reclaim area and process, explain this and give an idea of when the facilities will improve.
- OR:** If you decide not to spend money on improving the baggage reclaim area and process, explain this. Say that you understand the problem, but the Airport's resources are limited.
- In either case, say if you will offer compensation of some kind for the damaged suitcase.
- End suitably.