

Unit 7

Customer Service

Writing a Letter of
Adjustment

Teaching Objectives



To know what is a letter of adjustment



To know how to write a letter of adjustment



Sample

01

What is a letter of adjustment



what is a letter of adjustment?

①

A letter of adjustment is a letter that is written in response to someone who has complained about a product or service that you have sold to them.

②

Its **main goal** is to offer reparation for your actions (if warranted) and offer a short explanation for your actions.

Pre-
Intermediate



Handling Customer
Complaints

How to write a letter of adjustment

02



2 Letters of adjustment



Refer to the letter of complaint by date.

Identify the item or problem that the customer has encountered.

If your company is at fault, apologize.

Explain how the error occurred.

State exactly how you intend to solve the problem.

If you cannot solve the problem as they wish, try to make a slight adjustment.

2 Useful expressions

**Aknowledging
receipt of
complaints**

Thank you for your letter
of... regarding/ concerning...

I refer to your letter of ...
about / relating to ...

Useful expressions

**Apology for
the error
or fault**

**We must /sincerely apologize
for...**

**Please accept our apologies
for...**

I would like to apologize for...

Useful expressions



As a result of our investigation, we found that...

A short explanation of the fault



The cause of /reason for the mistake was...



The error was caused by ... was due to...

Useful expressions



A proposal to settle the problem



As to show goodwill, we are prepared to.../ we are willing to .../ we would like to...

03

Put into use



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- A** 1.Apology for the error or fault
- C** 2.Explanation of the fault
- D** 3.Assurance
- B** 4.Acknowledging receipt of a complaint letter
- E** 5.A concluding sentence aiming at retaining the goodwill

A. I would like to apologise for the error made by our company.

B.Thank you for your letter of November 15.

C.This was caused by an unexpected malfunction.

D.We assure you that this will not happen again..

E.We look forward to your continued custom, and to serving you again.



Sample

Dear Mr. Walters,

Thank you for your letter of November 15.

We are so sorry that the goods you received have not been supplied correctly. It might have been an error during shipment.

We will make up the shortfall as soon as possible, and promise that such things will never happen again.

Please accept our apology for the inconvenience it has caused.

Yours sincerely,

Wang Yi

Wang Yi

Customer Service Manager



**Write a letter of
adjustment**

Assignment



THANK YOU