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

What is a letter of adjustment



what is a letter of adjustment?



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.



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



How to write a letter of adjustment



2 Letters of adjustment



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.



Aknowledging receipt of complaints

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

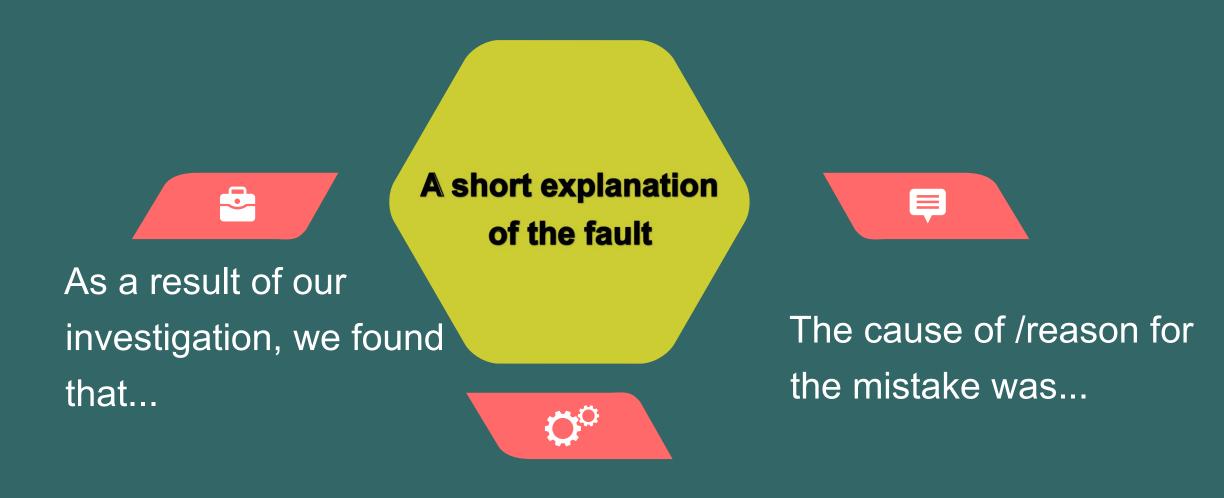
I refer to your letter of ... about / relating to ...

Apology for the error or fault

We must /sincerely apologize for...

Please accept our apolpgies for...

I would like to apologize for...



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









Funtion macth

1.Apology for the error or fault

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

C 2.Explanation of the fault

B.Thank you for your letter of November 15.

D 3.Assurance

- C.This was caused by an unexpected malfunction.
- **8** 4.Acknowledging receipt of a complaint letter
- D.We assure you that this will not happen again..

5.A concluding sentence aiming at retaining the goodwill

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 y_i

Customer Service Manager



Write a letter of adjustment

Assignment

