

WRITING WORKBOOK 04



Leve 04
(7개월 과정)

Level04

Write a response letter about the damaged item complaint letter.
Apologize for the inconvenience
that the customer suffered and offer a replacement product.

Name

Level

Level4

Type

Writing letters

Date

Direction

refer to - 회부하다

defective - 결점이 있는

dispatched - 발송하다

replacement - 대체물

parcel - 소포

Image

Example

To: William Ho

From: Kenneth Yun

Re: Your request for a replacement product

Dear Mr. Ho,

We refer to your complaint letter of 10 October 2021.

In your letter, you stated that the laptop we supplied to you was defective. We always make sure that only those items which have passed quality control are dispatched. We investigated the situation and found that it was damaged during the delivery process.

We would like to apologize for the inconvenience that you suffered.

A replacement for the damaged product has been sent by parcel post this afternoon. We are taking all necessary steps to ensure the safe arrival of all future orders.

Once again, we apologize for the inconvenience. We hope that this will settle the matter to your full satisfaction with your future orders.

Sincerely, Kenneth Yun, Store Manager

Level 04

Write a response letter about the damaged item complaint letter.
Apologize for the inconvenience
that the customer suffered and offer a replacement product.

Name	Level Level4	Type Writing letters	Date
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Date

[illegible]

A mother's role should be to stay at home and look after her children.

Name	Level Level4	Type Agree or Disagree	Date
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Direction

on the flip side - 다른 한편으로는

around the clock - 24시간 내내

keep an eye on someone - 누군가를 계속 지켜보다(돌보다)

squandered - 낭비된

economical - 경제적인

enthusiasm - 열정

Image	The Advantages of a Stay-at-Home Parent	The Disadvantages of a Stay-at-Home Parent
	Introduction	Introduction
		
	1. More economical 2. Unmissed children's milestones 3. Focused 100% on the family 4. No concern about losing a job	1. Single income 2. Loneliness exists 3. Undervalued 4. Less time for oneself
		
	Conclusion	Conclusion

Example

Being at home allows a parent, especially a mother, to plan and coordinate activities for the entire family, as well as establish a regular routine. She is capable of providing us with timely meals, forcing us to study for our classes, and meeting our other basic needs. There will be no squandered milestones. On the flip side, I disagree that a mother should sit at home and care for her children around the clock. I believe that a parent can earn while still caring for his or her family. A mom, in my viewpoint, should embrace herself throughout this stage of her life. She has the option to work if she so desires. Yes, a stay-at-home mom is more cost-effective because it can't eat up almost every dollar of a paycheck, but no amount can describe my mother's enthusiasm while keeping an eye on us.

A mother's role should be to stay at home and look after her children.

[illegible]

Level 4

A family emigrating from their own homeland to live in another country.

Question/s: Where do you think the family will choose to live in?

1. The family enjoyed living in their own country.
2. Unexpectedly, the father received word that he would be required to work in another country for the next ten years.
3. The family gathers and they are discussing their decision.

Name	Level Level4	Type Predicting Outcomes	Date
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Direction

- culture shock - 문화 충격
- settle in - 정착하다
- mindsets - 사고방식
- existence - 존재
- adage - 격언

Image



Example

The only issue they'll have is adjusting to the new culture. Parents will be concerned, I believe, because their children will experience cultural shock. Parents will undoubtedly provide guidance to their children on how to cope with cultural differences. Every country has its own distinct culture, which includes traditions, mindsets, and linguistic barriers. People only need to learn and open their minds in order to live a joyful and peaceful existence in different countries. Because I heed to and respect my parents' decisions. The children will also follow in the footsteps of their parents. Whatever their parents decide, they will accept it wholeheartedly. I am a firm believer in the adage, Parents know best. They will happily settle in their new homeland.

A family
Quest

A family
Quest

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Write an email to lodge a complaint about your problem with your internet connection and your experienced in the customer service hotline. Express how unhappy are you with their service.

Name	Level Level4	Type Writing letters	Date
Direction hotline - 고객센터 전화 be on hold - 기다리다(전화 상에서) agents - 상담사 chat service - 채팅 서비스 efficient - 효율적인			
Image			
Example To Whom It May Concern: I am writing this e-mail to let you know how unhappy I am with your customer service hotline. My internet connection went down on Wednesday, October 6. When that happened, I called your hotline. After being kept on hold for thirty minutes, I finally got through to one of your agents. The agent assured me that my internet would be up again by the end of the day. On Thursday, my internet connection was still down, so I tried the online chat service. This agent said he couldn't find my customer number. I called again to your hotline and talked to another agent. It worked very well, as my internet connection was back by that time. It would be best to strive to make your customer service hotline as efficient as your online department. Sincerely, Erika Han			

Write an email to lodge a complaint about your problem with your internet connection and your experienced in the customer service hotline. Express how unhappy are you with their service.

Name	Level Level4	Type Writing letters	Date
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Let's Write!