

Cozy Cones Complaint Letter



The Inside Scoop

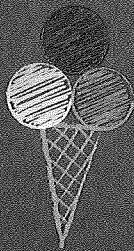
Regular communications with vendors and suppliers is important to a business. Fundae Sundaes needs to maintain an open and professional relationship with people it does business with. Even though the use of email has become a popular way to exchange written messages, a business letter is a necessary communication tool used to deliver important information.

Recently, Tara received a shipment from her primary cone supplier, Cozy Cones. When the order was opened, it was discovered that the majority of the cones were broken. Tara called and left several voice messages regarding the order, but no one from Cozy Cones responded. She decided it was necessary to write a complaint letter to them stating the problem with her recent order and the resolution she expected.

In this project, you will create a block style complaint letter giving details of the problem and the expected resolution.

Skills

- Formatting a block style business letter



Cozy Cones Complaint Letter



Use word processing software to create and format a block style business letter.



Directions

1. Follow the Setup instructions above.
2. Key the text as shown in Document Data 5.
3. Be sure to follow the extra line spacing as indicated by the paragraph symbol.

Setup

Start Up:
Open Project 1.

Save the File as:
Project 5

Orientation:
Portrait

Margins:
Top 2", Bottom 1", Left 1", Right 1"

Line Spacing:
Single, no additional spacing
before and after paragraphs

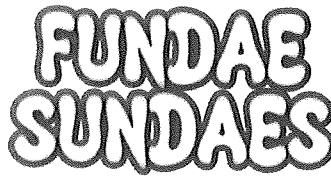
Font, Size:
Calibri, 11 point
(unless otherwise noted)



Formatting

1. As the person who keyed the letter for Tara, be sure to use your initials for the Reference Initials.
2. Carefully proofread your work for accuracy and format.
3. Resave the file.
4. Print a copy of the document if required by your instructor.

Document Data 5



Date May 30, 20__

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Ms. Jill Loeber
Cozy Cones
P.O. Box 2089
Harrisville, NY 13648-2089

Inside Address

Dear Ms. Loeber: Salutation

Fundæ Sundaes received a shipment of 500 ice cream cones, product No. 450, from your company. The order was complete, but it was not to our satisfaction. I phoned your company several times about this situation, but no one responded to my voice messages.

When the order was opened, it was discovered that the entire batch failed to meet the quality standards Fundæ Sundaes has set for its products. More than half of the cones were cracked, and many others were completely crushed; therefore, they could not be used. In the past, your company has used packing foam to protect the shipment, however, it appears that only minimal foam was used.

Fundæ Sundaes has been doing business with your company for over a year, and we have been completely satisfied up to this point. We expect a refund on this order. A copy of the original invoice No. 3450 is enclosed for your convenience in issuing a credit memorandum for the entire amount. We anticipate doing business with Cozy Cones for many years to come and hope this matter can be resolved quickly.

Sincerely, Complimentary Closing

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Tara Flaherty Sender's Name

yi Use your initials for the Reference Initials

Enclosure Enclosure Notation

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