Задание подготовлено в рамках проекта АНО «Лаборатория модернизации образовательных ресурсов» «Кадровый и учебно-методический ресурс формирования общих компетенций обучающихся по программам СПО», который реализуется с использованием гранта Президента Российской Федерации на развитие гражданского общества, предоставленного Фондом президентских грантов.

**Разработчик**

Кутрова Елена Александровна, ГБПОУ «Самарский торгово-экономический колледж»

Компетенция разрешения проблем

Анализ рабочей ситуации. Уровень I

Курс: ОГСЭ 04 Иностранный язык (43.02.01.Организация обслуживания в общественном питании)

Тема: Деловая корреспонденция. Виды писем. Business correspondence. Types of letters

**Комментарии**

Задание рекомендуется применять на этапе изучения нового материала о видах писем в деловой переписке. После получения обратной связи обучающиеся получат опыт составления деловых писем определенного характера. Задание может иметь продолжение: «Исправьте выявленные ошибки и предложите свой вариант составленного письма».

Изучите информацию о написании письма-жалобы (*Источник 1*). Внимательно прочитайте составленное письмо-жалобу (*Источник 2*).

**Проанализируйте составленное письмо-жалобу. Дайте оценку соответствия составленного письма оформлению и структуре делового письма в официальной переписке. Занесите результаты анализа в таблицу. При выявлении несоответствий, записывайте их в графе «Комментарии».**

Look through the rules for writing a complaint letter (Text1). Examine the given complaint letter (Text 2).

Assess the conformity of the letter to the design and structure of the business letter in the official correspondence. Enter the results of the analysis in the table. If discrepancies are detected, write them down in the "Comments" column».

**Are there any problems with it? Comment on the problem in the table.**

|  |  |  |
| --- | --- | --- |
| Критерии | Оценка, +/- | Комментарии |
| Соответствие содержания составленного письма причине его написания |  |  |
| Соответствие составленного письма структуре оформления деловых писем |  |  |
| Вступительное обращение соответствует заключительной форме вежливости и носят формальный характер |  |  |
| Соответствие основной части письма его структуре |  |  |
| Соответствие речевых оборотов формальному тону письма, характерному для написания писем-жалоб |  |  |

*Источник 1*

**Writing a complaint letter**

A Complaint Letter is a type of letter written to address any type of wrong-doing, offence, grievance, resentment arising out of a product, service, etc. It is used to raise your concern about unfair things and seek a productive outcome. It is a fundamental right and duty of a citizen to seek justice arising out of any injustice, and the first step toward it is, filling a complaint. It inspires other troubled consumers, influences the concerned authorities to take proper action and makes the defaulters more liable, responsible and responsive.

It can be of the following types-

Personal Complaint letter- The type of complaint letter you write on your own individual level pertaining to your individual grievances is referred to as personal complaint letter.

Professional Complaint letter- It is that type of complaint letter that is written on the behalf of the organisation pertaining to issues that are affecting the organisation as a whole.

**Topics for writing a Complaint Letter:**

Incomplete or defective order

Abnormal delay in sending the consignment

The goods arrive in a damaged condition

The goods are different from what were ordered

Quantity of goods is not what was ordered

Goods are delivered at the wrong address

Work undertaken is done unsatisfactorily

Misbehaviour of staff or salesman

Mistake in preparing the invoice

Defective packing that might lead to the damage of goods in transit

Mistakes in a bill or reminders for payment after the bill has been paid, etc.

**How to structure your letter of complaint**

Your letter of complaint should follow the standard composition format for a formal letter. See [how to lay out a letter](https://www.lexico.com/grammar/how-to-lay-out-a-letter):

SENDER’s ADDRESS- The sender’s address is usually put on the top left-hand corner of the page.

DATE- The sender’s address is followed by the date just below it, i.e. on the left side of the page. This is the date at which the letter is being written. It is to be written in expanded form.

RECEIVER’s ADDRESS- Whether to write “To” above the address depends on the writer’s preference.

Make sure you write the title/name/position etc. of the receiving official, as the first line of the address.

SALUTATIONS- This is where you greet the person you are addressing the letter to. Bear in mind that it is a formal letter, so the greeting must be respectful and not too personal. The general greetings used in formal letters are Dear “Sir” or “Madam”.

SUBJECT- Then we sum up the purpose of writing the letter in one line. This helps the receiver focus on the subject of the letter at a glance. It is important to underline the subject.

BODY- This is the main content of the letter. It is either divided into three paragraphs or two paragraphs if the letter is briefer. The tone of the content should be formal. Do not use any offensive language. Another point to be kept in mind is that the letter should be concise and to the point. And always be respectful and considerate in your language. It should include-

* Short introduction paragraph- Provide details about the product or service that is the subject of the complaint. Include dates, location and the specifications about the item or service.
* State the issue with item or service. Provide details as to the cause. This may include malfunction, billing issues, details that were not disclosed, etc.
* Indicate how you would like them to resolve your problem. Provide specifics about what you’re seeking.
* Indicate you are including copies of transaction document.
* Indicate you look forward to their reply within a specific time period.
* COMPLIMENTARY CLOSE - At the end of your letter, we write a complimentary closing. The words “Yours Faithfully” or “Yours Sincerely” are used.

SIGNATURE - Here finally you sign your name. And then write your name in block letters beneath the signature followed by your designation. This is how the recipient will know who is sending the letter.

**Tips**

1. Focus on the most important facts. Don't give unnecessary background information.
2. Make sure you include:

the reason for writing what went wrong

what you would like to happen now

1. Complaint letters are usually written in a formal style.
2. Use passives to be less direct and more formal, e.g. *I was served quickly*.

***Structure of a letter of complaint***

**Beginning**

Set a formal tone at the beginning of a letter *(Dear Sir, Madam)*

**⇓**

**Paragraph 1**

Tell the reader why you are writing *(I am writing to complain about…)*

**⇓**

**Paragraph2**

Give a clear description of what happened to cause a complaint. Make this as factual as possible

**⇓**

**Paragraph3**

Say what you want to happen as a result of your letter. Do you want a refund or a letter of apology? Finish this section by telling the recipient that you expect a reply. (*I look forward to receiving your reply)*

**⇓**

**Ending**

End on a formal note. If you started your letter Dear Sir/Madam, end it *Yours faithfully* then sign your name

*Источник 2*

Jesse Maggio

46 Baker St.

London

NW2 2 LK

Restaurant Sally’s Manager

24 Lime Road

High Wycombe

Buchinghamshire W6 7ER

2/9/19

Dear Sally’s Restaurant,

Subject: Restaurant complaint letter

I had a business lunch with my friends in your restaurant yesterday and it was terrible. I chose to arrange a business lunch in your restaurant as I heard the food served at your place is tasty but to my surprise the food served was pathetic.

First, it was really cold and just nasty and second, the waiters were terribly indifferent. They didn’t help us at all. We ordered both non-vegetarian and vegetarian food, but they did not provide us with vegetarian dishes because of which some of the friends had to leave without food. And afterwards I found a mistake in the bill.

I want a refund.

Thanks,

James Brown

Инструмент проверки

|  |  |  |
| --- | --- | --- |
| Критерии | Оценка, +/- | Комментарии |
| Соответствие содержания составленного письма причине его написания | + |  |
| Соответствие составленного письма структуре оформления деловых писем | + |  |
| Вступительное обращение соответствует заключительной форме вежливости, и носят формальный характер  | - | Не соответствует формальному обращению *(Dear Sir, Madam)* (1)В письме отсутствует заключительная форма вежливости: *Yours faithfully* (2) |
| Соответствие основной части письма его структуре  | - | Недостаточно информации для 3 абзаца, где объясняется, в чем автор видит решение проблемы и обратную связь от получателя (3) |
| Соответствие речевых оборотов формальному тону письма, характерному для написания писем-жалоб | - | Речевые обороты не соответствуют формальному тону письма. *(Thanks* вместо*I look forward to receiving your reply)* (4) |

|  |  |
| --- | --- |
| За каждую данную оценку | 1 балл |
| *Максимально* | *5 баллов* |
| За каждый верный комментарий | 1 балл |
| *Максимально* | *4 балла* |
| Отсутствуют комментарии, противоречащие оценке (при наличие хотя бы одного верного комментария) | 1 балл |
| ***Максимальный балл*** | ***10 баллов*** |