



Task Title: Writing a Business Letter of Complaint

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description: The learner will write a formal business letter of complaint on behalf of an office where they are working to the company where they purchased office supplies. It must report the mistakes in the order and ask for the situation to be corrected.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.1
- Communicate Ideas and Information/Write continuous text/B2.2-B2.3

Materials Required:

- Computer or digital device with word processing program such as Microsoft Word or Google Docs.

Practitioner/Instructor Information

Help the learner prepare with skill-building activities. Ensure that the learner understands the structure of a formal business letter including its key elements such as

- return address (unless the letter is on company letterhead)
- date, name and title to whom the letter is addressed
- address
- attention line (optional)
- opening greeting or salutation
- body
- closing
- signature
- there may also be a list of "cc" (who received copies of the letter) and enclosures (documents or information sent with the letter)

In this task, the learner, as the Office Manager of Bolt Fasteners, has received an order of office supplies from XYZ Office Supplies. Unfortunately, the order is not correct. Instead of receiving six boxes of letter-sized paper, four were sent. Instead of receiving four boxes of legal-sized paper, six were sent. The Office Manager ordered six packages of Messages pads but none were included in the order. A letter of complaint must be written to XYZ Office Supplies to ensure the order is corrected.

Learner Information

Business letter formats are used by companies to communicate information within their organization and between the company's personnel and outside parties (other companies or individuals).

Scan the scenario below.

Scenario

The Office Manager of Bolt Fasteners has received an order of office supplies from XYZ Office Supplies. Unfortunately, the order is not correct. Instead of receiving six boxes of letter-sized paper, four were sent. Instead of receiving four boxes of legal-sized paper, six were sent. The Office Manager also ordered six packages of Messages pads but none were included in the order. A letter of complaint must be written to XYZ Office Supplies to ensure the order is corrected.

Review the Packing Slip.

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XYZ Office Supplies – Packing Slip
123 King Street East
Anytown, ON L4M 2O9
Tel: 555-555-5555

Order # 123456
Date: October 21, 2023

Ship to:

Bolt Fasteners
63 St. Andrews Street
Somewhere, ON N28 3M0

Item and Number	Quantity Ordered	Quantity Shipped
Letter-sized paper - boxes	6	6
Legal-sized paper - boxes	4	4
Message pads - packages	6	6
Letter-sized Memo Pads	10	10
Blue pens - boxes	5	0 (back ordered)
Total Items	31	26

Invoice will be sent separately. Thank you for your order. Please contact Customer Service is you have any questions.

Work Sheet

Task 1: Name five types of information that should be included in a formal, business letter.

Answer:

Task 2: Circle, highlight or underline the office supplier's name and address on the packing slip.

Answer:

Task 3: Circle, highlight or underline the three mistakes on the packing slip.

Answer:

Task 4: What is the order number and date on the packing slip?

Answer:

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Task 5: What three things need to be corrected in order to ensure that Bolt Fasteners receives all the supplies that were ordered?

Answer:

Task 6: Using a word processor on your computer, type a formal letter of complaint. Be sure to include the specific details of the mistakes in the order and how you would like the mistakes to be corrected. Ensure you include the packing slip number and date.

Answer: No written response required here.

Task completed on computer. Yes No

Answers

Task 1: Name five types of information that should be included in a formal, business letter.

Answer: Answers will vary. May include any five of the following (or other relevant information)

- return address (unless the letter is on company letterhead)
- date
- name and title to whom the letter is addressed
- address
- attention line (optional)
- opening greeting or salutation
- body
- closing
- signature
- list of "cc" (who received copies of the letter)
- enclosures (documents or information sent with the letter)

Task 2: Circle, highlight or underline the office supplier's name and address on the packing slip.

Answer:

XYZ Office Supplies – Packing Slip
123 King Street East
Anytown, ON L4M 2O9

Task 3: Circle, highlight or underline the three mistakes on the packing slip.

Quantity order and shipped for legal-size paper, letter-sized paper and message pads.

Task 4: What is the order number and date on the packing slip?

Answer: Order #123456 on October 21, 2023.

Task 5: What three things need to be corrected in order to ensure that Bolt Fasteners receives all the supplies that were ordered?

Answer:

- two more boxes of letter-sized paper need to be sent to Bolt Fasteners
- two boxes of legal-sized paper need to be returned to XYZ Office Supplies
- six packages of message pads need to be sent to Bolt Fasteners

Task 6: Using a word processor on your computer, type a formal letter of complaint. Be sure to include the specific details of the mistakes in the order and how you would like the mistakes to be corrected. Ensure you include the packing slip number and date.

Answer: The learner should prepare a final draft of the letter. The learner should include how the amounts listed on the Packing Slip do not match the actual items received in the order. The letter should also include a clear request about how the mistakes should be corrected, e.g. a detailed request for missing items and a pick-up of the over-shipment of legal-sized paper. Be sure that it contains all the key elements of a formal business letter. Use the performance indicators to assess the final draft.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	reads short texts to locate a single piece of information			
	follows the sequence of events in straightforward chronological texts			
	follows simple, straightforward instructional texts			
	identifies the main idea in brief texts			
B2.2	writes texts to explain and describe			
	conveys intended meaning on familiar topics for a limited range of purposes and audiences			
	begins to sequence writing with some attention to organizing			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	principles (e.g. time, importance)			
	connects ideas using paragraph structure			
	uses limited range of vocabulary and punctuation appropriate to the task			
B2.3	writes texts to present information, summarize, express opinions, present arguments, convey ideas or persuade			
	manages unfamiliar elements (e.g. vocabulary context, topic) to complete tasks)			
	selects and uses vocabulary, tone and structure appropriate to the task			
	organizes and sequences writing			

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Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
	to communicate effectively			
	uses a variety of vocabulary, structures and approaches to convey main ideas with supporting details			

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):
