



## FACILITY DRILL

## Short Letters 2

PDF Date: 24 January 2020

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1. Dear Sir, Thank you for your enquiry regarding taking out a maintenance contract with us for your office and warehouse premises. I have enclosed our estimate sheet which gives an approximate idea of the annual costs for various levels of maintenance and size of buildings and area covered. Our estimator would be happy to visit you to survey the premises in order to submit a tender for the contract. We can offer a discount if you decide to commit to a longer-term contract and we hope that you will be able to take advantage of this. We have operated this business very successfully for the past 25 years and are confident that we can supply you with a first rate service at a reasonable cost, as confirmed by the excellent feedback we have received which you can read on our website. I look forward to hearing from you. Yours faithfully (150 words)

2. Dear Mrs Murray, I am writing to thank you for your recent letter and the enclosed donation towards our work with disadvantaged children and young people in our city centre. We are very grateful to all our supporters who help us carry on this valuable work. I attach our latest newsletter which describes the progress of our projects, and we are delighted to report that the new club building is now complete, where we will be able to help train young people and improve their prospects of gaining employment. There will also be an area where younger children and their parents can come, so we can help them apply for government grants for their education and housing needs. We are also excited about our new project to provide short holiday breaks for the families, which they could not otherwise afford. Thank you once again for your kind generosity. Yours sincerely (150 words)

3. Dear Mrs Clark, Thank you for writing to me about the delays you have experienced with the building work to your side house extension carried out by our operatives last week. I have spoken to them and to our site manager, who has informed me that this problem with the foundations was entirely unforeseen at the time that our survey and estimate were prepared. It is not always possible to know what will be found when excavations start, but we always endeavour to inform our customers of variations required in the work and provide immediate information on the extra costs or delays that may result. We estimate that the work of moving these pipes will take an extra half day's labour, and I attach a revised quotation that includes these costs. If you have any further concerns or require any amendments, please do not hesitate to contact me. Yours sincerely (150 words)

4. Dear John and Joan, I am writing to invite you both to the opening of our new restaurant in Green Road. We are looking forward to meeting up with all our long-standing customers and friends who have supported us at our previous premises in White Lane. The event will take place in our spacious new dining and conference room, with drinks and nibbles buffet provided. There will be a speech by the manager and some of the staff, followed by a celebration meal which we hope all our friends will enjoy. The invitation is to yourselves and two children if you wish to bring them, so please let us know how many of you wish to come. In parting, we are giving out a book of discount vouchers for future meals with us, with sweets and a balloon for each child. Looking forward to hearing from you soon. Best wishes (150 words)

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5. Dear Sir, I am writing to congratulate you on the excellent service I received at your store last week. I had bought a set of clothes to wear to a wedding, but when I got home and inspected them, I found some faults with the sewing and had to return them straight away. As the wedding is coming up very soon, I was concerned I would not be able to find replacements in time, but your staff member Jackie was extremely helpful and offered to find an identical set as soon as possible. She contacted the other store straight away and made arrangements for the dress and jacket to be sent over immediately. I spent an hour shopping elsewhere and when I returned the items had arrived. Nothing was too much trouble, and Jackie really saved the day for me. Please pass on my grateful thanks to her. Yours faithfully (150 words)

6. Dear Mr Brown, Last week our members had a meeting to discuss the new financial arrangements that are now in operation for Grays Lane Sports Club. We are delighted that this will mean we can now get on with the new building work and the summer's events. Mr Black has volunteered to oversee the changeover and we trust that under his direction this will all go very smoothly. I have attached a report of the meeting, which was very well attended, and fortunately everyone was in agreement over our future plans. We were also able to draw up a schedule of events for the coming year and we hope that these will result in increasing our membership and providing a better service for those who wish to enjoy sports in our area. Please let me know if you have any suggestions or comments that will improve our service. Yours sincerely (150 words)  
(Total 900 words)