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## FACILITY DRILL

**Blog - 2016 - August**

**Short Letters 9**

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## **Short Letters 9**

Dear Mr Green, Thank you for your recent email. I have investigated the matter and can confirm that the account we sent you dated 3 July is correct. The amount includes the extra items that you added to your order, and also an adjustment in the delivery charge, as the total revised amount that you have spent entitled you to a reduced delivery charge. I trust that this information answers your query and that the goods are to your complete satisfaction. Please feel free to contact us if you have any further issue with this invoice. Yours sincerely, Accounts Manager (100 words)

Dear Mrs Bright, Thank you very much for your recent email regarding the situation at the Green Park playground, detailing the items that have become broken and unsafe. I informed our maintenance department immediately and they have visited the site this morning to investigate and take action. The faulty equipment has been entirely removed and the play area is now safe for further use. New equipment to replace this will be installed at a later date. Thank you very much for your prompt reporting of this danger, which helps us greatly in our ongoing maintenance work. Yours sincerely, Parks Officer (100 words)

Dear Mrs Blackley, I would like to invite you and your family to attend the opening of our refurbished Mother and Baby store in the village on Saturday 1 September. There will be a short speech by our local councillor, followed by refreshments and a special celebration cake, fun and games for the children, with a party bag for everyone, as well as discount vouchers for our store, both in the shop and online. Thank you so much for your valued past custom and we hope that you will continue to enjoy visiting our new premises. Best wishes, Martha White (100 words)

Dear Mr Grayling, Thank you for your order and we confirm that this will be delivered on Friday 31 July during the morning. As requested, your order includes our free items on special offer as part of our Summer Special promotion. We are delighted to say that many of our customers have found these items very useful for their household needs. Once you have received your order, we would value your feedback and comments on the products, and this can be done following the link below to our website. We look forward to your future custom with us. Yours sincerely (100 words)

## **Short Letters 9**

Dear All, I just wanted to thank everyone for their wonderful wishes on my retirement last month. My family and I really enjoyed all the kind gifts and cards and we will be writing to you all individually. It was a wonderful event on that day and our thanks to you all for attending. I believe there are some entertaining photos on the company Facebook page so you can see yourselves in action, consuming the lovely banquet provided. I shall miss you all but I shall see you all again at the annual office dinner. With very best wishes, Bobby (100 words)

Dear Mr Waters, I am writing to advise you that we are still awaiting your settlement of the invoice dated 30 November for the building work at your premises. I understand that you had agreed to the changes to the work suggested by our Site Manager, and that the queries on the work and costs had been resolved after discussion with our Services Manager. As all the work is now complete, we would appreciate prompt attention to this matter. Payment can be made either by cheque or by credit card over the phone or via our secure website. Yours sincerely (100 words)

Dear Mr Browning, We have some marvellous news for club members. We have been offered some advance tickets for the Historic Ships Regatta to be held next month in Portsmouth. The discounted ticket price includes admission to the special exhibition, a full four-course lunch at the Marina Hotel and a tour and trip on one of the sailing ships. If you are interested, please book by telephone or online, as we are sure this will be of great interest and the limited supply will be rapidly taken up. Best wishes\* and looking forward to seeing you at our marquee. Regards (100 words) (Total 700 words)