

BUSINESS LETTER EXAM

What is the name of the company information that displays at the top of the letter?

Directions: Label the parts of a business letter. Also indicate how many spaces in the boxes on the left between each part.

February 16, 2007

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The Tiny Tots Toy Company
15456 Pyramid Way
College Park, FL 33133

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Dear Customer Service Representative:

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I recently purchased one of your Tiny Tents (Model # 47485) for my three-year old. Unfortunately, after viewing the components that came with the product, I discovered that four of the parts were missing. Also, the instructions that came with the tent are incomplete. Both of these situations have resulted in the tent remaining unassembled and unacceptable as a toy for my daughter.

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I am writing to request replacements for the missing parts, and a copy of the full set of assembly directions for the model I purchased. If reasonable arrangements are not made within ten business days, I will return the tent to the store I purchased it from and expect a full refund. To assist you in processing my request, I am including a copy of my sales receipt and a list of the missing parts.

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Sincerely,

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Clara Winters