

WT3: Basic Letter

For WT3, you'll be asked to write a simple letter making a complaint to a major company. The premise is simple:

- You have received a defective bicycle from Ace Bicycles.
- You wish to receive a new bicycle by mail or wish to receive a refund of the cost of the bicycle.

Your letter should be in basic letter format: please use full-block format (pg. 97).

Learning Objectives

- To learn the basic format of a business letter
- To learn to express complaints in a formal and polite way
- To familiarize yourself with basic business language

Length and Format Requirements

All letters must:

- Be a minimum of **250 words**.
- Use formal letter spacing (single spacing in paragraphs, double spacing between elements)
- Use Times New Roman font
- Have 1-inch margins
- Have a file name with your name and the task (i.e. "Ryan Shepherd WT3")

Grading Criteria

WT3 will be graded on the following:

1. **Letter Format:** The letter should be formatted as a full-block letter (p. 97).
2. **Use of Language:** The letter is formal and polite.
3. **Detailed Description:** The letter offers a detailed description of the product, the problem, and the sequence of events.
4. **Suggested Solution:** The letter offers a suggestion for how the problem may be solved.
5. **Content Organization:** The writer organizes his or her content in a reasonable way.
6. **Attention to Assignment:** The writer responds to all of the requirements above.

Due Dates:

WT3 is due no later than the beginning of Class 11.