

PRACTICE 3

Situation: You are Customer Services Manager at Great Southern Railways, 30 - 32 Church Road, Treganna, St Ives, Cornwall, TR6 8BB. Tel: 01736 799 541 Fax: 01736 785 255.

You have just received the following letter.

Tel: 020 5569 3614

47 Holland Street
London
SE1 9KL

Customer Services Manager
Great Southern Railways
30 - 32 Church Road
Treganna
St Ives
Cornwall
TR6 8BB

13 September ...

Dear Sir / Madam

I am a Sales Representative for Newton & Jupiter Ltd.

On 8 September I travelled by train to an important meeting in Bristol. Not only did the train leave an hour later than planned but it was delayed a further 45 minutes en route. No information was given as to why the train was delayed. The result was that I arrived almost two hours late for my appointment. Fortunately I had used my mobile to telephone ahead and advise my clients of the delay. Unfortunately my clients were unable to rearrange their schedule so the meeting had to be cancelled. Both they and I were extremely unhappy about this.

I would like a refund for my ticket and an explanation as to why the train was so delayed.

I look forward to hearing from you.

Yours faithfully
Janet Mills
Janet Mills (Mrs)

Your assistant has checked the details and left you the notes below. Reply to Mrs Mills apologising and explaining the reasons for the delay. Great Southern Railways do not usually refund money unless trains are cancelled. You decide, however, to exchange the ticket Mrs Mills used for a new ticket.

Complaint - Mrs Mills

Train left station 1 hour late because of bomb hoax

No information given to public to avoid panic

Further 45 minute delay caused by signal failure

Write the reply.