

Business Letter in Need of Revision

Directions: Read the following business letter and circle any words or phrases that you think could be replaced with more concise, formal, or appropriate language. Before you rewrite the letter, use the Visual Thesaurus to see all the words to choose from as you edit. Here are some words that you could look up on the VT: ***look into, figure out, deal, mess, make up, a lot, kid, OK, pain.***

2711 S.W. Miller Avenue
Des Moines, IA 50321

October 19, 2012

Customer Service Department
ACME Mobile Phones

Hi there,

This letter is to let you know about a problem I am having with my cell phone that I bought just a few days ago in my neighborhood.

I'm not happy with how it's working since every time I go to make a call, the phone goes dead. When I looked into this problem, I found out that it has something to do with the battery. I don't think it can hold a charge.

Can you please look into this matter and get back to me? I'm sending you my phone and my receipt. Please figure out a way to deal with this mess and make it up to me. I know a lot of kids who have the same phone and who have had the same problem. This is so not OK.

I hope you get my message and do something for me to make up for the problems this phone has caused me. It's been a real pain.

Please let me know you got this.

Thanks,

Ben