



## Task Title: Write a Business Letter

### OALCF Cover Sheet – Learner Copy

**Learner Name:** \_\_\_\_\_

**Date Started:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Successful Completion:** Yes ☐ No ☐

**Goal Path:** Employment ☐ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☐

**Task Description:** The learner will read a scenario and write a letter of complaint to the city. They will research the correct department and address for this letter.

### Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.1
- Communicate Ideas and Information/Write continuous text/B2.2
- Use Digital Technology/D.2

### Materials Required:

- Pen/pencil and paper
- Computer with word processing program (e.g. Microsoft Word or Google Docs)

## Learner Information

Municipalities are responsible for many services. When a resident has a question or a complaint, they may write a letter to the municipal department in charge of that service.

Read the “Complaint Scenario”.

### **Complaint Scenario**

Your blue box was badly cracked by a city trash collector who, after emptying it, carelessly threw it to the curb in front of your residence. Immediately after the incident, you phoned city hall and explained the situation. The clerk you spoke to told you she would report the incident to the complaints department, get back to you, and send you a replacement box within one week. It is now three weeks later, and you still haven’t received a call or a new blue box.

## Work Sheet

**Task 1: Open the web browser of the computer and search for your town or city's municipal website. Locate the city department responsible for blue box recycling. Write down the name and mailing address information for this department.**

Answer:

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**Task 2: Using a word processing program on the computer, write a letter of complaint. In your letter, give a detailed explanation of why you are making the complaint and what you would like to see happen. Include when the incident occurred and when you spoke with the municipal office. Write your letter using business letter formatting and writing style. Include the municipal department and address as well as your name and address in your letter.**

Answer: No written response required here.

Task completed: Yes: ☐

**Task 3: Review your letter for errors. Use the spellcheck program or a dictionary to look up any difficult words. Print or show your final copy to your instructor.**

Answer: No written response required here.

Task completed: Yes: ☐