



Task Title: Write A Business Letter to Request A Refund

OALCF Cover Sheet – Practitioner 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 write a business letter to request a refund.

Main Competency/Task Group/Level Indicator:

- Communicate Ideas and Information/Write continuous text/B2.2

Materials Required:

- Pen/pencil and paper and/or computer or digital device

Learner Information

Companies regularly purchase equipment to be used on the job. Sometimes this equipment is faulty or does not operate properly. When this happens, an employee needs to contact the seller to fix the problem. The solution could be either for the seller to replace the defective equipment or to provide the company with a refund.

Read the "Scenario" below.

Scenario

The Networking Experts Company has purchased ten company cell phones from Oz Corp. Electronics. They have used these products in the past and have never had a problem with them. However, during calls one phone's speaker is making crackling noises. After testing all of the other phones purchased, only one is defective.

The phones were purchased on September 1, 2024 and you have the receipt. Today is September 20 and there is a 30-day warranty for refunds or replacements on this product.

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Work Sheet

Task 1: Write a brief business letter requesting a refund from Oz Corp. Electronics for the defective product.

Answer:

Answers

Task 1: Write a brief business letter requesting a refund from Oz Corp. Electronics for the defective product.

Answers will vary. An example is as follows:

Good Morning,

I am writing to you on behalf of The Networking Experts company. We recently purchased ten company cell phones. We have purchased your products in the past and been happy with them. However, one of the phones we recently purchased is making crackling noises. I would like to request a refund or replacement. The phone was purchased on September 1, 2024. I have a copy of the receipt and this purchase is still covered by the 30-day warranty. Please let me know when we can expect either a refund or a replacement phone.

Thank you,

Sincerely, [Learner Name]

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B2.2	writes simple texts to request, remind or inform			
	conveys intended meaning on familiar topics for a limited range of purposes and audiences			
	begins to sequence writing with some attention to organizing principles (e.g. time, importance)			
	uses limited range of vocabulary and punctuation appropriate to the task			
	begins to select words and tone appropriate to the task			
	begins to organize writing to communicate effectively			

This task: Was successfully completed Needs to be tried again

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Learner Comments:

Instructor (print):

Learner (print):
