

EXERCISE 4 - LETTER

European Union Liaison Office for Africa
Human Resources Division
Personnel Section
Flat 4, 3 Hans Crescent
22916 Cape City
South Africa

10th October 2011

Apollo Catering Services Ltd
Flat 3, 58 Queen's Gate Terrace
22917 Cape City
South Africa

Dear Mr Mutombo,

Following my **last** phone calls advising you about the fact that your company is not running our premises in a desirable way and based on my **staff** daily complaints, I am writing straight to you this letter in order to explain you why your services are not being delivered in a proper way.

As I explained to your PA and you in my **uncountable** calls, many members of your staff working at our premises **does** not get on time in the morning, **does** not follow arranged policies **talking about** uniform and food is not delivered in a proper way and time.

I perfectly know that economic and social crisis is specially hitting this kind of businesses nowadays and as a consequence of it many members of your staff **had** unfortunately been made redundant, but it is not clear, from my point of view, that this well-known situation may have been **a** key factor in the **facts** recently lived in our premises.

You should have taken steps **forward** in order to solve the mentioned problems in a proper way, and as a proof of my concern, let me **number** you what I would have done in your position of Apollo Catering Services manager:

Comment [B1]: Weak vocab, correct: "recent"

Comment [B2]: Poor vocab, correct: "efficiently"

Comment [B3]: Possessive required, correct: "staff's"

Comment [B4]: Word order error, correct: "this letter straight/directly to you"

Comment [B5]: Insert preposition 'to'

Comment [B6]: Poor vocab/unnatural, correct: "properly administered"

Comment [B7]: Weak, suggest: "numerous/innumerable"

Comment [B8]: Verb form error, correct: "do"

Comment [B9]: Poor verb choice, correct: "arrive"

Comment [B10]: Verb form error, correct: "do"

Comment [B11]: Poor vocabulary, correct: "with respect to"

Comment [B12]: Poor construction/syntax, correct: "to acceptable standards or on time"

Comment [B13]: Poor construction, correct: "I know perfectly well that the economic crisis is hitting this kind of business especially hard"

Comment [B14]: Better indicative pronoun possible, suggest: "this/that"

Comment [B15]: Poor verb form, use present perfect, correct: "had"

Comment [B16]: Use definite article 'the'

Comment [B17]: Poor vocab, correct: "recent developments on"

Comment [B18]: Not required, alters meaning.

Comment [B19]: Poor vocab, correct: "properly"

Comment [B20]: Weak vocab, correct: "list for"

- 1) Brief your staff about punctuality and other norms of civil conduct.
- 2) As you probably know, in this agency there is a manual with specific policy which every single worker must follow thoroughly. Members of your staff have been advised several times to cope with it but nobody paid enough attention.
- 3) Glass and cutlery to deliver meals were usually dirty and many times people complaint about the waiting time once meals had been ordered to the kitchen.XXX Should you have organized your personnel in a different way, not so many waiters and a couple of extra cooks supporting your chef, would their work probably have been delivered in a different and more successful way.

Based on my explanation and according to the point 5 of our contract signed the 5th of September 2009, a meditated decision has been taking and let me tell you that our contract has been cancelled.

It is requested acknowledge of receipt.

Sincerely,

David Martinez

Comment [B21]: Poor construction/verb choice, correct: "to abide by it"

Comment [B22]: Weak word choice, correct: "any"

Comment [B23]: Plural form required, correct. "Glasses"

Comment [B24]: Poor verb choice and form, correct: "provided for"

Comment [B25]: Weak vocab, correct: "very often"

Comment [B26]: Verb form required, correct: "complained"

Comment [B27]: Weak vocab, correct: "long delays"

Comment [B28]: Poor preposition, correct: "from"

Comment [B29]: Maximum length exceeded (275 words)

Tareas requeridas	Bueno	Parcial	Pobre	Posibles tareas del examen escrito	<div>TAREA</div> <div>Comentario del corrector</div> <div>Neither task is competently performed here; you have sidestepped the use of hypothesis with an inappropriate list containing only one incorrectly produced conditional, there are also too many errors in grammar and vocabulary to complete the opinion task to professional standards.</div>				
				DESCRIPCIÓN					
				NARRACIÓN					
				INSTRUCCIONES Y DIRECCIONES					
				RELATO DE HECHOS					
				X				X	FORMULACIÓN DE HIPÓTESIS
				X			X		DEFENSA DE UNA OPINIÓN
									SUGERENCIA
									ANÁLISIS DETALLADO DE UNA SITUACIÓN
CONTENIDO	<div>Puntos fuertes</div> <div>You have used the formalities well.</div>								
	<div>Puntos débiles</div> <div>Avoid the use of lists; they deprive you of the opportunity to use language such as linking words and contrast words as well suggesting you are not confident in your production of paragraphs.</div>								
PRECISIÓN	<div>You need to work on adverb use; you have used a number of unnatural constructions where you ought to have produced adverbs; see comments 2, 6, 12, 19. You also need to gain more flexibility in your vocabulary to produce level 3 type language.</div>								

