

Dear manager of FUFU.SA,

As chief of personnel, support and service departments, it is my responsibility to assure the quality of the services given by our contractors.

**Comment:** "to ensure", porque la estructura es diferente: "you ensure sth" o "you assure sm that..."

Your company has been providing the catering service for the past two years without any problem but, for the last three months, a lot of deficiencies have been observed.

**Comment:** Mejor "provided"

To start, the quality of the food is not as good as it used to be. I am not talking about the taste or presentation of the meal but the condition of the food; we have found that some food is not fresh.

**Comment:** "To start with,..."

**Comment:** "or the presentation...", concepto determinado en este contexto.

Besides, I have received a lot of complaints about the cleaning of the kitchen, dishes and cutlery. Some animals have been found in the kitchen like mice and roaches. We have had several cases of intoxication and the evidences point at rotten food or lack of hygiene.

**Comment:** Más habitual en plural: "conditions"

**Comment:** "cockroaches", porque "roaches" es la abreviatura familiar.

I have spoken to you in person several times regarding these issues, and the only justification you have given me is that a lot of workers have left the company. The problem has turned out especially serious in the kitchen where you have hired inexperienced workers.

**Comment:** "to"

**Comment:** "has turned out to be..." = ha resultado ser. Si lo que se quiere decir es "ha llegado a ser" = "has become".

Many times, I made the recommendations of hiring more qualified people to work the evening shift, to buy precooked food or to subcontract a cleaning company, all these recommendations were rejected.

**Comment:** "I recommended hiring...", mejor.

**Comment:** "buying", en gerundio, porque al igual que "hiring" depende de "recommend".

Since this situation cannot be admissible any longer and no solution has been given, I have been forced to cancel the contract. Please consider this letter as an official communication for your records.

**Comment:** Ídem.

**Comment:** "but all these..."

The cancellation will be effective on October 15, 2011.

**Comment:** No es necesario decir "as" (tampoco es un error, pero suele omitirse con el verbo "consider").

Sincerely yours,

David Martínez

| Tareas<br>requeridas | Bueno   | Parcial | Pobre | Posibles tareas del<br>examen escrito  | TAREA   |  |                                |           |                             |
|----------------------|---|---------|-------|--|---|--|--------------------------------|-----------|-----------------------------|
|                      |   |         |       |  | Comentario del corrector  |  |                                |           |                             |
|                      |   |         |       |  | Las sugerencias se realizan de forma aceptable,<br>pero no hay hipótesis. |  |                                |           |                             |
|                      |   |         |       |  |   |  | DESCRIPCIÓN                    |           |                             |
|                      |   |         |       |  |   |  | NARRACIÓN                      |           |                             |
|                      |   |         |       |  |   |  | INSTRUCCIONES Y<br>DIRECCIONES |           |                             |
|                      |   |         |       |  |   |  | RELATO DE HECHOS               |           |                             |
|                      |   |         |       |  |   |  | x                              | No<br>hay | FORMULACIÓN DE<br>HIPÓTESIS |
|                      |   |         |       |  |   |  | x                              | x         |                             |
|                      |   |         |       | SUGERENCIA   |   |  |                                |           |                             |
|                      |   |         |       | ANÁLISIS<br>DETALLADO DE UNA<br>SITUACIÓN  |   |  |                                |           |                             |
| CONTENIDO            | Puntos fuertes  |         |       | La estructura es lógica. El estilo es apropiado. El texto presenta una buena cohesión. El mensaje llega al lector: el texto es claramente inteligible. |   |  |                                |           |                             |
|                      | Puntos débiles  |         |       | Las cartas formales suelen encabezarse con fechas y direcciones.   |   |  |                                |           |                             |
| PRECISIÓN            | Se observa cierto dominio sobre las estructuras complejas y el vocabulario abstracto. |         |       |  |   |  |                                |           |                             |