

**EXERCISE 4**

E.U. Mission in Kenya  
Human Ressources Department  
356 Rainbow Road  
Nairobi

14th October 2011

Mr. James Stewart  
513 Storming Road  
Nairobi

Dear Mr. Stewart,

I am writting to formally inform you about the decision taken by the Human Ressources Department concerning the service of your company on the dinning room facilities of the central offices of European Union Mission in Kenya. We have been forced to cancel the service contract with the contractor due to the present deteriorating conditions of this service.

As you know, after our frequent contacts in the last month, both personally and by phone, we are not agree with the standards of service of your company. The fact that you are having troubles with the workers of the kitchen is full responsibility of that company and cannot be pose as an excuse of no providing usual quality of the service contracted.

We are receiving many claims from users of dinning room. Although you are aware of these claims no measures have been taken in order to solve the situation. We have been expecting from the contractor company either resolve the labor troubles or hire new staff to attend properly the users. Since no steps have been implemented to improve the service and going back to the previous standards of service, we cannot keep longer the service of dinning room under these unacceptable circumstances.

For the above mentioned reasons, we have no alternative but to cancel the contract signed by our Deparment with your company, starting on November 1st, 2011.

Yours Faithfully,

David Martínez

**Comment:** "in"

**Comment:** "we do not agree about the..."

**Comment:** "is the responsibility of your company"

**Comment:** "be put forward as an excuse"

**Comment:** "for not providing the usual..."

**Comment:** "complaints", porque "claim" tiene un sentido específicamente jurídico.

**Comment:** "of the dinning room", concepto determinado.

**Comment:** "complaints", cf. supra.

**Comment:** "...expecting your company either to solve the problems or to hire..."

**Comment:** "to properly serve the clients"

**Comment:** Esta oración de gerundio no encaja aquí. En primer lugar tendría que coordinarse si acaso con otra oración de gerundio; además, el sujeto de "going back" (¿quién vuelve?) tendría que estar mencionado en la oración principal. I

**Comment:** Mejor: "cannot continue to receive the services provided by your company under..."

**Comment:** "circumstances"

**Comment:** "Department"

Tareas requeridas	Bueno	Parcial	Pobre	Posibles tareas del examen escrito	TAREA		
					Comentario del corrector		
					Las tareas propuestas se cumplen parcialmente (no hay hipótesis).		
							x
x	x			DEFENSA DE UNA OPINIÓN			
				SUGERENCIA			
				ANÁLISIS DETALLADO DE UNA SITUACIÓN			
CONTENIDO	Puntos fuertes			La estructura es lógica. El estilo es apropiado. El texto presenta una buena cohesión. El mensaje llega al lector.			
	Puntos débiles						
PRECISIÓN	Adecuada para las tareas requeridas, aunque no se han realizado hipótesis.						