

Polite Requests

Identify how a complaint letter uses clear, polite business structure.

6.11.D "compose correspondence that reflects an opinion, registers a complaint, or requests information in a business or friendly structure."

NAME _____

DATE _____

1 READ AND MARK _____ Read it twice

YOUR JOB Underline the sentence that states what the writer thinks should happen, circle each request for action, and number the greeting, body, and closing 1, 2, and 3. These parts help the reader understand the problem and the requested solution.

A Letter About the Skate Park

- ① Dear Ms. Alvarez, I am writing to report a problem at Riverbend Skate Park. The drinking fountain beside the north ramp has been leaking for the past two weeks. A puddle spreads across the sidewalk, and several visitors have stepped around it. On Saturday, I watched a younger child nearly slip while carrying a skateboard. The park is busy after school each day, so the leak could cause someone to get hurt, especially during warm afternoons.
- ② I enjoy using this park with my friends, and I think the city should repair the fountain soon. Clean, working water helps skaters stay hydrated, especially when practices last for hours. The leak also wastes water and leaves the walkway unsafe. Could the Parks Department send a maintenance worker to inspect the fountain and place a warning cone near the puddle until repairs are finished? I would appreciate an update about the repair schedule by email.
- ③ Thank you for considering this request. I can show a worker the fountain after school, because I use the park most weekdays. Please contact me at jordan.lee@email.com if you need more details. My family has noticed the puddle growing after each afternoon of use. A repair would make the path safer for everyone who visits there daily. I hope the fountain can be fixed before the neighborhood skate event on May 18. Sincerely, Jordan Lee

2 ANSWER WITH EVIDENCE _____ Use the passage

1 What problem does Jordan report in the letter?

2 Which sentence states Jordan's opinion about what should happen?

3 What two actions does Jordan ask the Parks Department to take right away?

4 How do the greeting and closing show that this is business correspondence?

3 YOUR TURN _____ Your own words

Write a three-paragraph business email to a local library director. Request a change or report a problem at the library, using a greeting, clear details, a polite request, a closing, and your name.

PART 1 • READ AND MARK

Underline the sentence that states what the writer thinks should happen, circle each request for action, and number the greeting, body, and closing 1, 2, and 3. These parts help the reader understand the problem and the requested solution. Accept any marking that follows this job and points at the right text.

PART 2 • ANSWERS

#	QUESTION	ANSWER
1	What problem does Jordan report in the letter?	The drinking fountain is leaking and creating a puddle on the sidewalk.
2	Which sentence states Jordan's opinion about what should happen?	"I enjoy using this park with my friends, and I think the city should repair the fountain soon."
3	What two actions does Jordan ask the Parks Department to take right away?	Send a maintenance worker to inspect the fountain and place a warning cone near the puddle.
4	How do the greeting and closing show that this is business correspondence?	The letter opens with "Dear Ms. Alvarez" and closes with "Sincerely, Jordan Lee," clearly addressing the recipient and identifying the sender.

PART 3 • YOUR TURN (SAMPLE ANSWER)

Dear Dr. Chen, I am writing to request longer Saturday hours at the Eastside Library. Many students use the library to finish projects, but it closes at 2:00 p.m. On weekends, I often need a quiet place to research and use a computer. Could the library stay open until 4:00 p.m. during the school year? Longer hours would give students and families more time to use the study tables, printers, and books. Please let me know whether this change is possible. Thank you for considering my request. You can contact me at maya.rivera@example.com if you need more information. Sincerely, Maya Rivera

Accept equivalent descriptions of the leak, requested actions, and business-letter parts when they are supported by the passage. For the open response, accept a clear complaint or request with specific details, polite language, and an appropriate business greeting and closing.