Write With Purpose

Study how a business complaint clearly states a problem and asks for action.

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 two facts that explain the complaint, circle each action Leila requests, and number the formal greeting 1 and the formal closing 2. These choices show how business correspondence is organized to solve a problem.

A Workshop Complaint

(1) Dear Ms. Ortiz, I am writing about the City Science Center's Saturday robotics workshop, which I attended on May 4. The online notice said that each participant would have a working robot kit and two hours to build and test it. My family paid the $18 fee because I was excited to learn how sensors guide a robot. I appreciate that the instructor explained the basic parts clearly, but the workshop did not match several details in the notice.

(2) First, six students, including me, received kits with missing batteries. We spent almost thirty minutes waiting while staff searched for replacements. Next, the testing area had only one ramp, so our group could not test the robot before the session ended. These problems mattered because testing helps students find mistakes and improve a design. I felt disappointed, not because every activity must be perfect, but because the missing materials and lost time kept us from completing the advertised project.

(3) Please consider sending a partial refund or a credit for a future workshop. I also request that the center check each kit before class and provide enough testing spaces for every group. These changes would help students use the full workshop time and receive the experience described in the notice. You may contact me at leila.chen@example.com if you need more details. I hope the center can respond by May 20, before the next workshop begins. Thank you for reviewing my complaint. Sincerely, Leila Chen

2 ANSWER WITH EVIDENCE

Use the passage

1. How does the greeting show that Leila is writing a business letter rather than a note to a friend?

2. Name two specific problems Leila gives as evidence for her complaint.

3. What actions does Leila ask the science center to take?

4. Why does Leila include her email address and a date for a response?

3 YOUR TURN

Your own words

Write a five-sentence business email to a community center requesting information about a class you may want to join. Use a formal greeting and closing, ask at least two specific questions, and sign your name.

ANSWER KEY

Write With Purpose

GRADE 6 · TEKS 6.11.D

PART 1 · READ AND MARK

Underline two facts that explain the complaint, circle each action Leila requests, and number the formal greeting 1 and the formal closing 2. These choices show how business correspondence is organized to solve a problem. Accept any marking that follows this job and points at the right text.

PART 2 · ANSWERS

#	QUESTION	ANSWER
1	How does the greeting show that Leila is writing a business letter rather than a note to a friend?	**She uses the formal greeting "Dear Ms. Ortiz," which addresses the recipient by title and last name.**
2	Name two specific problems Leila gives as evidence for her complaint.	**Kits had missing batteries, and there was only one testing ramp, so her group could not test its robot.**
3	What actions does Leila ask the science center to take?	**She asks for a partial refund or future-workshop credit, for kits to be checked before class, and for enough testing spaces for every group.**
4	Why does Leila include her email address and a date for a response?	**She gives the center a way to contact her for details and asks for a response before the next workshop begins.**

PART 3 · YOUR TURN (SAMPLE ANSWER)

Dear Program Coordinator, I am interested in the fall photography class at the Northside Community Center. Could you tell me the class meeting days and the total fee? I would also like to know whether students need to bring their own cameras. This information will help my family decide whether I can enroll. Thank you for your time. Sincerely, Jordan Lee

Accept answers that identify formal business features and support claims with details from the letter. For the open response, accept any appropriate class topic if the email has five sentences, a formal greeting and closing, two specific information questions, and a signature.