



Gateway - 박물관 멤버십 회원을 위한 추가 혜택을 알려 주려고

To inform additional benefits for membership at the museum



① Dear Ms. Larson, I am writing to you with new information

about your current membership.

② Last year, you signed up for our museum membership

that provides special discounts.

③ As stated in the last newsletter, this year we

are happy to be celebrating our 50th anniversary.

④ So we would like to offer you further benefits.

⑤ These include free admission for up to ten people and

20% off museum merchandise on your next visit.

⑥ You will also be invited to all new exhibition openings

this year at discounted prices.

⑦ We hope you enjoy these offers.

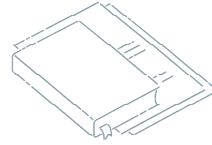
⑧ For any questions, please feel free to contact us.

⑨ Best regards, Stella Harrison.



01편 - 도서 출판 제안서 관련 문의

Inquiry about book publication proposal



❶ Dear Mr. Jones, I notice you are the editor for *How to*

*Raise Poodles for Fun and Profit* by Sue Smith.

❷ Would you consider looking at a proposal for a poodle

book that focuses on health, obedience, and grooming?

❸ For 12 years, I have been the owner of Oodles of Poodles,

a boutique specializing in poodle care.

❹ We do haircuts, styling, bathing, nail trimming, and poodle

"charm school," and I am uniquely qualified to offer poodle

owners a lot of valuable advice on these subjects.

❺ May I send you a proposal for a nonfiction, do-it-yourself

book, aimed at poodle owners, on taking care of their pet poodles?

❻ A self-addressed stamped envelope is enclosed for your reply.

❼ Thanks, Dick Smither.



02편 - 지불 계획 조정 요청

Request for Adjustment of Payment plan



① Dear Mr. Diamond: Four months ago I purchased a guitar at your store.

② I was pleased with the excellent service and am happy with the guitar.

③ At the time of purchase, I agreed to a purchase price of \$800, including tax.

④ You were offering an interest-free installment plan, and I signed up to make eight payments of \$100 each until the amount was paid in full.

⑤ I have had some unexpected medical bills and find that it is difficult for me to make the \$100 payment for the next four months.

⑥ Could my payment plan be restructured so that I can make 8 more payments of \$50 each?

⑦ I hope you can help me.

⑧ Thank you, Ken Smit.



08편 - 청소비 인상 통보

Notification of an increase in cleaning costs



[1] Dear D. K. Entertainment, We've had the pleasure of providing

cleaning services to your firm for the last three years.

[2] During that time our prices have remained constant.

[3] Due to increased costs, however, we must increase our rates.

[4] In order to continue giving you the best possible service, we must

work with the best employees and we must use the best materials.

[5] For these reasons, we will increase our rates by 7%.

[6] Still, we think this is a competitive rate for the services

you receive.

[7] This change will go into effect on March 1.

[8] If you have any questions, please give us a call.

[9] We look forward to continuing to provide you with the best service

possible.

[10] Sincerely, Kevin Shaw Service Manager .



04편 - 상품 불량에 대한 사과 및 후속 조치 알림



Apologies for defective products and notifications of follow-up measures

- ① Dear Ms. Carfax, We are sorry that the flowers you ordered for your holiday office celebration arrived in an unacceptable condition.
- ② Thank you for the dated photograph; it was helpful to us in assessing the problem.
- ③ It appears that somewhere between our store and yours, the flowers were exposed to the below-zero temperatures we had that week.
- ④ This would result in the wilted, browned appearance shown in the photograph.
- ⑤ We are following up on this matter with our delivery people.
- ⑥ It is too late to save your holiday celebration, but we would like to make amends by, first, crediting your charge card for the entire amount of the flowers and, second, offering you complimentary flowers of equal value for your next occasion.
- ⑦ We appreciate your business and hope to be of service to you again.
- ⑧ Sincerely, Lorraine Mortis, Sales Manager of ABC Corp.