

# Lesson Plans

*for the Literacy Lab*

## Lesson 16 - Handout 1

## Business Letters

### Instructions:

1. Read the sample complaint letter.
2. Read the household problem and landlord information given to you by your teacher.
3. Type a complaint letter about your household problem.

Return Address (From:)	Rachel Greene 1203 - 440 Albert Street Ottawa, Ontario K2T 1V0	2-6 Enters
Date	May 23, 2003	6 Enters
Inside Address (To:)	Frank Moore Minto Apartments 1B - 440 Albert Street Ottawa, Ontario K2T 1V0	2 Enters
Greeting	Dear Mr. Moore:	2 Enters
Body	<p>I am writing to you because the hot water tap in my bathroom is dripping. I mentioned this to the superintendent on Monday, May 12, 2003 and he said he would fix it that week. It is almost two weeks later and it still hasn't been fixed. It isn't a big problem but the wasted hot water is costing me money on my heating and water bills.</p> <p>I would appreciate it if you could speak to the superintendent about this problem. I'd like to know when the problem will be fixed.</p>	2 Enters
Closing	Sincerely,	6 Enters
Signature		
Name	Rachel Greene	