CONTENTS

100 situations

F Formal S Semi-formal I Informal

Complaints and remedies

001 A faulty household appliance F 15
002 A delayed delivery F 15
003 Noise during a hotel stay F 16
004 A course unlike its description F 16
005 Repeated heating problems F 17
006 A wrong or damaged order F 17
007 Poor service at a restaurant F 18
008 An incorrect bill F 18
009 Unsafe conditions at a public place F 19
010 A neighbour's repeated disturbance S 19

Requests and assistance

011 A change of working hours S 20
012 Repairing a shared facility F 20
013 Booking a community room F 21
014 An extension to a deadline S 21
015 Access support for an event F 22
016 Borrowing equipment from a colleague S 22
017 A reference letter S 23
018 Time off for a family event S 23
019 Help moving house I 24
020 Advice about a career choice S 24

Apologies and responsibility

021 Missing an appointment F 25
022 Damaging a borrowed item I 25
023 Submitting work late S 26
024 Missing a personal celebration I 26
025 Noise from your gathering S 27
026 A mistake in a report S 27
027 Forgetting a promise to help I 28
028 A late rent payment F 28
029 A misunderstanding with a coworker S 29
030 Cancelling at the last minute S 29

Invitations and participation

031 A housewarming gathering I 30
032 Inviting a guest speaker F 30
033 A neighbourhood volunteer day S 31
034 A farewell meal I 31
035 Joining a club activity S 32
036 A family celebration I 32
037 A team-building event S 33
038 A charity fundraiser F 33
039 A study group I 34
040 A community meeting S 34

Recommendations and suggestions

041 A course for a friend I 35
042 A local service S 35
043 Improving a workplace process S 36
044 A trip option for friends I 36
045 A new library program S 37
046 A restaurant for an event S 37
047 A neighbourhood to live in I 38
048 A better way to organize a project S 38
049 Safety improvement at a workplace F 39
050 A fitness program for a relative I 39

© 2026 Pejman Khameneh · apexlanguage.ca

CONTENTS

100 situations

F Formal S Semi-formal I Informal

Thanks and appreciation

051 Help from a neighbour S 40
052 Support from a mentor S 40
053 Excellent service from an employee F 41
054 A stay with a host I 41
055 A volunteer team's contribution F 42
056 A gift received I 42
057 A teacher's guidance S 43
058 A colleague who covered your shift S 43
059 Help after an emergency F 44
060 A job interview opportunity F 44

Asking for information

061 Details of a course F 45
062 A rental property enquiry F 45
063 Information about an event S 46
064 Workplace training information S 46
065 A travel service enquiry F 47
066 A membership program F 47
067 A volunteer opportunity S 48
068 Moving to a new city I 48
069 Product details before buying F 49
070 Services for newcomers F 49

Changes, cancellations and arrangements

071 Changing a planned visit I 50
072 Moving an event to another venue S 50
073 Cancelling a membership F 51
074 Rescheduling an appointment F 51
075 Updating a group arrangement I 52
076 Changing a booking F 52
077 Swapping a work shift S 53
078 Postponing a meeting S 53
079 Returning an item for a refund F 54
080 Transferring to another class S 54

Reports and explanations

081 A lost item F 55
082 A minor incident at a venue F 55
083 Correcting a workplace mistake S 56
084 A conflict over a shared room S 56
085 An absence from classes S 57
086 Explaining a delay on a project S 57
087 Damage in a rental unit F 58
088 A minor workplace injury F 58
089 A change of plans I 59
090 A security concern in a building F 59

Applications and proposals

091 Applying for a volunteer role F 60
092 Applying for a part-time job F 60
093 Improving a local park F 61
094 Improving a bus connection F 61
095 Proposing a community event F 62
096 Applying for a scholarship F 62
097 Proposing a new club S 63
098 Requesting funding for a project F 63
099 Applying for a transfer at work F 64
100 Proposing a recycling program F 64

© 2026 Pejman Khameneh · apexlanguage.ca

001 A faulty household appliance

To: Customer service manager FORMAL

A kettle you bought a week ago has stopped working. Write to the store.

COVER THESE POINTS

1. Describe the purchase and the fault
2. Explain how it affects you
3. Ask for a practical remedy

POSSIBLE DETAIL	WHY IT MATTERS	NEXT STEP
The kettle switches off before the water boils.	You cannot make hot drinks normally.	Ask for a replacement once the fault is checked.
It failed within days of purchase.	You expected a new product to be reliable.	Offer the receipt and ask about the return process.
The store is far from your home.	Repeated trips would cost time and money.	Ask whether collection or a prepaid return is possible.

PURPOSE SENTENCE

I am writing to report that the kettle I bought from your store last Saturday stopped working after only five days.

USEFUL PHRASES proof of purchase · a recurring fault · replacement item · return arrangements

002 A delayed delivery

To: Delivery company support team FORMAL

A parcel has not arrived by the promised date. Write to the delivery company.

COVER THESE POINTS

1. Give the order or tracking details
2. Explain what the delay means for you
3. Ask what will happen next

POSSIBLE DETAIL	WHY IT MATTERS	NEXT STEP
The tracking status has not changed for four days.	You cannot tell whether to wait at home.	Ask for the parcel's current location and a firm delivery date.
The parcel contains items for an event next week.	A late arrival would make the purchase useless.	Request an urgent update before the event date.
You will be away during the next delivery attempt.	The parcel might be left unattended.	Ask to collect it from a secure pickup point.

PURPOSE SENTENCE

I am writing about parcel number 4471, which was due to arrive on Tuesday but has still not been delivered.

USEFUL PHRASES tracking number · promised delivery date · pickup point · an urgent update

© 2026 Pejman Khameneh · apexlanguage.ca

003 Noise during a hotel stay

To: Hotel manager FORMAL

Your hotel room was disturbed by noise on two nights. Write to the manager.

COVER THESE POINTS

1. Describe what happened
2. Explain how it affected your stay
3. Suggest a fair response

POSSIBLE DETAIL	WHY IT MATTERS	NEXT STEP
Loud music from a function room continued after midnight.	You could not rest before an early meeting.	Ask the manager to review what happened and reply in writing.
You phoned reception but the noise went on.	Nobody explained when it would stop.	Ask how complaints are handled during the night.
No other room was offered.	You stayed next to the noisy area.	Request a partial refund or a discount on a future stay.

PURPOSE SENTENCE

I am writing to complain about the noise that disturbed my stay in room 214 on the nights of 12 and 13 June.

USEFUL PHRASES ongoing disturbance · a quiet room · interrupted sleep · a reasonable gesture

004 A course unlike its description

To: Course coordinator FORMAL

An evening course is very different from what the website promised. Write to the coordinator.

COVER THESE POINTS

1. Explain what you expected
2. Describe the difference
3. Ask about a suitable solution

POSSIBLE DETAIL	WHY IT MATTERS	NEXT STEP
The description promised hands-on practice, but classes are mostly lectures.	You have little chance to practise the advertised skill.	Ask whether supervised practice time can be added.
The level is far more advanced than stated.	You cannot follow key parts of each lesson.	Request a transfer to a more suitable class.
The timetable changed after you enrolled.	Some sessions now clash with your work.	Ask about alternative times or a partial refund.

PURPOSE SENTENCE

I am writing because the Introduction to Photography course I enrolled in does not match the description on your website.

USEFUL PHRASES course description · a practical component · an appropriate level · class transfer

© 2026 Pejman Khameneh · apexlanguage.ca

005 Repeated heating problems

To: Landlord FORMAL

The heating in your rented apartment keeps failing. Write to your landlord.

COVER THESE POINTS

1. Describe the problem and how long it has lasted
2. Explain the effect on you
3. Request repairs by a certain date

POSSIBLE DETAIL	WHY IT MATTERS	NEXT STEP
The radiator has stopped working three times this month.	The apartment becomes very cold at night.	Ask for a qualified technician to inspect the system.
Earlier repairs only solved the problem for a few days.	The fault is likely to return.	Request a lasting repair rather than another quick fix.
You work from home during the day.	Cold rooms make it hard to work comfortably.	Ask for a repair date within the week.

PURPOSE SENTENCE

I am writing about the heating in my apartment, which has stopped working three times since the beginning of November.

USEFUL PHRASES a lasting repair · a qualified technician · a recurring problem · at your earliest convenience

006 A wrong or damaged order

To: Online store customer service FORMAL

You received the wrong item in an online order. Write to the store.

COVER THESE POINTS

1. Say what you ordered and what arrived
2. Explain the problem it causes
3. Ask the store to put it right

POSSIBLE DETAIL	WHY IT MATTERS	NEXT STEP
You ordered a blue jacket but received a grey one in the wrong size.	You need the jacket for a trip next week.	Ask for the correct item to be sent by express delivery.
The box was damaged when it arrived.	You are unsure whether other items are missing.	Attach photos and ask for the order to be checked.
The return label is not included.	You do not know how to send the item back.	Ask for a prepaid label to be emailed to you.

PURPOSE SENTENCE

I am writing about order 88213, which arrived yesterday but contained a grey jacket instead of the blue one I ordered.

USEFUL PHRASES order confirmation · the wrong item · a prepaid return label · express delivery

© 2026 Pejman Khameneh · apexlanguage.ca