

Reimbursement Request

Read the business e-mail.

Then follow the directions in the Text Marking box.



From: Susana Ramos<susana_ramos4307@gmail.com>

Sent: Tuesday, March 6, 2015

To: Kitty Kweezen<comments@kittykweezen.com>

Subject: Request for a refund

Dear Kitty Kweezen:

For three years, I have been feeding my cat, Stanley, various flavors of your brand of canned food. During that time, he would happily devour whatever I served him and appeared vigorous, bright-eyed, and contented. But yesterday morning, everything changed. I attempted to serve him one of your new flavors: Feline Flambé. Since its principal ingredient is tuna—which Stanley adores—I thought he'd gobble it down. After I filled his bowl, he meowed plaintively, lay down, and later marched away hungry. He never once returned to Feline Flambé that day, which is NOT like Stanley.

So then I discarded all the Feline Flambé, scoured the bowl to remove any bits of food, and served Stanley some of his old standby, your flavor called Kitty Konfetti. But he steadfastly refused that, too.

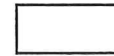
Finally, I took Stanley to the vet. She confirmed that he is in fine health, so I've begun feeding him a totally different brand of food that he seems to enjoy. Therefore, I respectfully request a return of the \$2.28 I spent on the four cans of Feline Flambé, serial number KK0691FF95, that unfortunately went to waste.

Thank you for your attention.

Yours truly,
Susana Ramos

Text Marking

Find the sequence of events.



Box the signal words.

 Underline the important events.

1-2-3 Number the events in the sequence they happened.

Reimbursement Request

▶ Answer each question. Give evidence from the e-mail.

- 1 Which of the following means the same as *reimbursement*?
- A. complaint B. contentment C. refund D. request

What in the text helped you answer? _____

- 2 Why does the author mention a vet visit with Stanley (paragraph 3)?

- A. to confirm that Stanley had no health problems
 B. to prove that Stanley was a well-cared-for pet
 C. to demand a refund for the cost of the vet visit
 D. to make the Kitty Kweezeen company feel bad

What in the text helped you answer? _____

- 3 Discuss the author's purpose in writing this e-mail.

- 4 Evaluate the e-mail Susana wrote. Do you think it effectively makes its case? Explain.

