

LEVEL 5 - COLONS

Directions: **Read** the following letter sent to a business. **Punctuate** this letter with the appropriate colons, semicolons, periods, and commas.

September 5 2000

Dear Customer Service Representative

Recently I called about my food processor which has the following defects The container lid flies off when the power is turned on the speed is always fast regardless of the button pushed and smoke pours out of the motor. Your manual "Food Processors How to Enjoy Them" has not been much help at all. Although most manuals have a section that describes what to do about possible problems this manual does not.

When I called you said the manager would contact me furthermore, you said the manager would have someone from the Small Appliance Repair Department call me. Neither has happened and three months seems long enough to wait.

The food processor was purchased April 3 the problems began July 5 a few days after the ninety-day warranty expired. While I realize that these things happen your company's lack of response has had the following effect It has caused me to lose confidence in your company your company's advertising your company's reliability and your company's products.

Please contact me before I vow never to buy your company's products again.

Sincerely

Phyllis Freeman