

# Written business communication ( #4b)

[Linguistics](#), [English](#)



February 20, Mrs. Erica Evander 2408Fairview Road Costa Mesa, CA 92629

Dear Mrs. Evander: It has always been our endeavor to provide our customers with the very best services and ensure optimal measures for their safe and pleasant journey on our cruise ship, the Diamond Princess. We understand that \$250 offered as credit for on-board spending during the voyage did not meet your expectations, but it was the best that could be offered at that time. We would like the pleasure of your company aboard Diamond Princess for the voyage that suits your preferences at a 50% discount.

However, many times, situations demand that we make tough decisions for their safety. We sincerely regret that your journey on the cruise liner had to be rescheduled due to extreme bad weather. But your safety and wellbeing was a priority that had necessitated some unpleasant but very important decisions for changing the journey destinations and overall schedule. For that, we would like to compensate you for the discomfort and distress caused due to the circumstances that had forced rescheduling of the voyage itinerary and a 50% discount on any future voyage on our cruise is an acknowledgement of our commitment towards you and how we can best serve your interests and heighten your pleasure.

We would be looking forward to making your preferences our priority. We welcome any complaint or compliment as it would help us improve on our services. You can call us on 22255 for help. This is a toll -free service.

Thank you .

Sincerely,

Steve M. Smith, Director

Public Relations Division

Diamond Princess Cruises