

Negative messages

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



201-548Hillsdale Street, Regina, SK S32 0A2. Dear Steven Chan, Hope you are fine. Thank you for your letter which you send to me. First, I would like to express my sincere apologies for the inconvenience of the rental car.

Actually, I have been most privilege to have you as my customer. In fact, I have enjoyed working for your services and I would also appreciate the most if you came again when you visit our country (Krizan, 228).

It is not my intention to break this news to you. Though we never warned you about the acknowledgment cards that they do not cover the damage caused because it had a large SUV, it is not our accountability to the students educate customers of their insurances and to tell them what is covered and what is not covered. It was own responsibility as customer to study your insurance coverage, in that you may have known that the car was not covered hence you may have been more conscious when driving the car and not assume anything but being sure of the effects.

I am sorry to inform you that we as the budget, we are not ready and willing to pay for your expenses of renovating the car for the SUV. However, in the alternative we would make easy for you by issuing you a coupon ticket whereby you would be able to pay a low price while you are still there in America for two good days. In addition to that we are willing to prompt you with a car which would be free rental whereby you will be the one to consider the size of car you would like to drive on.

Yours sincerely,

Work cited

Krizan, A C. Business Communication. Australia: South-Western Cengage Learning, 2011. Print.