

September 17, 2013

Dear HP Customer Service Representative,

I have been an owner of the Palm Pre smart phone manufactured by HP for the past one and a half years. This phone has not met my expectations insofar as the quality of the hardware components. The LCD display often times stops working, which ruins the overall functionality of the phone. Without a working display, I am not able to make calls, search my address book, or read text messages.

This problem first arose 6 months ago when my phone was still covered under HP's 1 year manufacturer warranty. I visited my cell phone provider (Sprint), and I received a replacement within one week. I thought this was an acceptable solution to the hardware problem; however, a few weeks ago my LCD display once again stopped working.

When this occurred, I called the HP help desk and asked for a replacement phone. The customer service representative asked me for a receipt documenting when I initially purchased the product. The only receipt I have to show as a proof of purchase indicates a purchase date of May 10, 2011. As the date on this receipt indicates that I purchased the product well beyond a year ago, your customer service representative refused to replace my broken device.

This metric for judging your one year warranty is flawed. This warranty shows the manufacturers dedication to their product, guaranteeing exceptional quality, for at least one year. Therefore, if my replacement phone breaks within a year of being replaced, HP should respect their warranty and replace the defective part. I would like a replacement phone in order to help fix the hardware problem. The phone shows no signs of physical damage, and exhibits the same hardware problems as the phone that was replaced by your warranty department 6 months ago.

Due to the poor hardware quality of the phone, in addition to the poor warranty practices employed by HP, I am less likely to purchase an HP product in the future if this issue is not adequately resolved. I appreciate your prompt attention to this matter.

Sincerely,

Anish Chivukula

Memorandum

September 11, 2012

TO: BTW 250 Student

FROM: Anish Chivukula

RE: Peer Response Request

I would appreciate it if you took the time to read my draft of a complaint letter to Hewlett-Packard. I have attached my first draft of the complaint letter. The desired consequence of the complaint letter is for an HP customer service representative to read my complaint, and replace my defective phone. In order to help me improve upon my first draft, I would like for you to answer the following questions.

1. Is my request for obtaining a new phone presented in a logical and civil way?
2. How successful am I in showing my displeasure with company policies?
3. Do I maintain a cohesive and coherent flow throughout the passage?

Please email me any improvement I can make to the first draft of my complaint letter at chivuku1@illinois.edu.

Sincerely,

Anish Chivukula

Memorandum

September 13, 2012

TO: Alec Atlas

FROM: Anish Chivukula

RE: Peer Response Request Reply, Complaint Letter

Thank you for choosing me to peer review the first draft of your complaint letter. I enjoyed reading about your experience at a local McDonald's. The following bullet points summarize my responses to your questions about your first draft.

1. How well does this letter show my professionalism?

I think your letter is very professional insofar as the content you included. The letter also maintains a civil tone and shows frustration, but not anger. This allows the reader to better understand your point of view and to adequately reply to your concerns.

2. Did I do a good job of letting them know what happened without sounding like I am ranting?

The letter demonstrates a good balance between signs of frustration and factual content. The letter does not exhibit signs of monotony insofar as the same message being dwelled upon endlessly.

3. Is there a clear desired consequence?

The consequence of your complaint is explicitly stated in the closing sentence of the letter. "I am not asking for any compensation, I just thought that upper management should be notified of the situation."

Apart from the concerns you raised about your letter, I found the following issues.

1. Do not make ambiguous time references such as "my entire life". The reader isn't sure how old you are, it is better to just say "many years" as it gets your main point, you have been a loyal customer for a long time, across to the reader.

2. Do not make personal statements such as "like normal" as the reader does not know your normal behavior. It is better not to include this phrase, or to quickly summarize what your normal routine entails.

3. Do not use "and this.....and this" in the same sentence. It makes the sentence choppy and confusing to the reader. It makes it appear as if the sentence should be broken up into two separate sentences.

4. Do not use the identifiers "it" or "this" or "one" without clearly defining what "it" and "this" are in the sentence you are using those identifiers words in.

I hope that these comments will help you in a later revision of your letter. If you have any further questions, you can contact me at chivukula1@illinois.edu.

Sincerely,

Anish Chivukula

Memorandum

September 17, 2012

TO: Christina Oda

FROM: Anish Chivukula

RE: Peer Response Request Reply, Complaint Letter

Thank you for choosing me to peer review the first draft of your complaint letter. I was shocked to hear of your injury while reading about your experience with Johnson Rentals. The following bullet points summarize my responses to your questions about your first draft.

1. Does the letter clearly explain the events leading to the injury?
I believe that your letter clearly explains that you alerted Johnson Rentals to the damage of property in your apartment. It is also clear that Johnson Rentals did not repair your damaged property in a timely manner, nor did they give you instructions on how to use the damaged property appropriately.
2. Is the letter written with a level of professionalism? Is the letter emotionally unsound? Or is the underlying tone too neutral?
The letter demonstrates a good balance between signs of frustration and factual content. The letter does not exhibit signs of emotional imbalance; however, it does contain strong undertones of discontent with Johnson Rentals.
3. Does the letter successfully explain the desired results of writing to Johnson Rentals?
The consequences of your complaint are explicitly given in the closing paragraph of the letter. The intended outcomes are for Johnson Rentals to pay for medical bills, fix the damaged property, and complete the preceding tasks in a timely manner.
4. What is your reaction to the complaint letter?
I felt that this letter was well written and conveyed a sense of urgency and discontent to Johnson Rentals.

Apart from the concerns you raised about your letter, I found the following issues.

1. Consider rewording some of your sentences to allow for better cohesive flow.
2. Consider combining your multiple simple sentences into compound sentences. The letter contains a choppy feel that arises when a writer utilizes too many simple sentences. Reducing the number of simple sentences will also give your letter a better cohesive flow.

I hope that these comments will help you in a later revision of your letter. If you have any further questions, you can contact me at chivukul@illinois.edu.

Sincerely,

Anish Chivukula

Memorandum

September 17, 2012

TO: Kaitlin Marks-Dubbs

FROM: Anish Chivukula

RE: Audience Analysis of the Complaint Letter

The complaint letter was written with the intended audience being a customer service representative at Hewlett Packard. The letter aimed to show personal frustration with a Hewlett Packard product, while simultaneously keeping a civil tone with the customer service representative. The complaint letter was written with the intent to obtain a favorable response from the audience, in which they agree with my logic, and fulfill my request to obtain a replacement phone. Therefore, specific attention was paid to the intended audience's social authority. As the intended audience goes through hundreds of complaint letters in one day, it is imperative that the information in the letter was concise. The information in the letter was presented in a coherent manner; such that the audience could understand the premise for my complaint, in addition to my list of acceptable solutions to the problem.

Sincerely,

Anish Chviukula

Memorandum

September 19, 2012

TO: Kaitlin Marks-Dubbs

FROM: Anish Chivukula

RE: Audience Analysis of the Peer Response Request, Complaint Letter

The peer response request memo was written with the intended audience being a fellow student in an introductory business technical writing course. The request asked for a peer to provide constructive criticism for the first draft of a complaint letter, which documented personal frustrations with corporate policies. The letter posed several questions that the intended audience was requested to answer. Authority was given to the audience of the request to proofread and comment on various grammatical and logical fallacies in the complaint letter. As the audience of the memo was a fellow peer in a course, as opposed to a business manager, a casual, yet respectful tone was taken while crafting the request. If the intended audience was an upper level business executive, larger efforts would be given to ensure the letter did not contain unreasonable requests.

Sincerely,

Anish Chivukula

Memorandum

September 17, 2012

TO: Kaitlin Marks-Dubbs

FROM: Anish Chivukula

RE: Audience Analysis of the Peer Response Reply, Complaint Letter

The peer response reply memo was written with the intended audience being a fellow student in an introductory business technical writing course. The response aimed to provide constructive criticism to the first draft of a complaint letter, which documented personal frustrations with corporate policies. The intended audience of the peer response reply requested an analysis of their work, thereby giving me the social authority to make suggestions on how to improve their first draft. As the audience of the memo is a fellow peer in a course, as opposed to a business manager, a casual, yet constructive tone was taken while composing the memo. If the intended audience was an upper level business executive, rather than an equal, large efforts would be given to ensure the letter did not sound belittling.

Sincerely,

Anish Chivukula