

题目 B:Directions

Suppose you have found something wrong with the electronic dictionary that you bought from an online store the other day ,Write an email to the customer service center to

- 1)make a complaint and
- 2)demand a prompt solution

You should write about 100 words on ANSWER SHEET 2

Do not sign your own name at the end of the letter ,Use "Zhang Wei "instead .

48、 write an essay based on the following table .In your writing you should

- 1) describe the table ,and
- 2) give your comments

You should write at least 150 words(15points)

某公司员工工作满意度调查

年龄 -----满意度	满意	不清楚	不满意
小于等于 40 岁	16.7%	50.0%	33.3%
41-50 岁	0.0%	36.0%	64.0%
大于 50 岁	40.0%	50.0%	10.0%

1、

Dear Sir/Madam,

It is with great reluctance that I must inform you that there is something wrong with the electronic dictionary I bought from your online store last week.

Firstly, \_\_\_\_\_.Secondly, \_\_\_\_\_.

Therefore, I will appreciate it if you could exchange it for another one or declare a refund. I'm looking forward to your reply.

Sincerely yours,  
Zhang Wei

2、

Dear Sir,

This letter is a complaint concerning the electronic dictionary I bought from your online store the other day.

Two weeks ago I mailed the money and soon I received the electronic dictionary. I followed the instructions, but I cannot get it started anyway. After changing the battery inside several times in vain, I totally gave it up.

I wrote to your company, expecting a prompt solution to this problem. I would hope that you could do something to give me a satisfactory feedback. And I will appreciate it very much if you put a strict test on these electronic dictionaries.

Sincerely yours,

3、

As is clearly shown by the table, there is a series of statistics suggesting the relationship between age and working satisfaction, showing the great effects of age on working satisfaction. According to the table, 64% of people at the age from 41 to 50 are not satisfied with their jobs, while for the people who are younger than 40 or older than 50, the percentages of working satisfaction account for 33.3% and 10% respectively.

So what are the invisible and probable reasons behind the phenomenon reflected by the chart? The most important factor to be considered is the fact that people in different ages have different life goals, for example, people at the age from 41 to 50 have a big family to support, so work and earnings come first, and they pay more attention to satisfaction from work. In the second place, people in different ages have different mood and life expectation, people who are younger than 40 or older than 50 are in relatively stable psychological state. The two reasons mentioned above are the two most important reasons leading to the changes of people's attitude toward their life and work.

Holding a positive attitude to work is the most important factor to our personal growth and the social development. Only when most of us are optimistic about life and satisfied with our work can we build a harmonious society. For my part, to ameliorate the work environment and to improve salary are the two most effective ways to better people's living quality and work attitude.

4、

The above table clearly shows us the statistics of employment satisfaction in a certain company. Most of people under 40 are unclear or dissatisfied with their work and 16.7% of them feel satisfied; 64% of those between 40 and 50 are not satisfied with their job and no one feel satisfied. 40% of people over the age of 50 feel content with their work, and compared with the other two groups, their satisfaction level is highest.

The reasons for this phenomenon may be listed as follows. First, middle-aged people from 41 to 50 face more pressure than people less than 40 or over 50. For example, they should support the family, both the children and the senior, so that they may consider their work only as a method of earning money and cannot enjoy it. Second, for those over the age of 50, burden is falling and thus satisfaction rate is rising.

In conclusion, the senior citizens, that is, people over 50, feel more content about their work than the young and the middle-aged. In my opinion, such a phenomenon must be paid attention to by the public, and proper and prompt actions should be launched by the young and the middle-aged to develop a healthy way of life and a positive outlook on life.

5、

The table clearly reflects the statistics of job satisfaction of the staff in a certain company. According to the data given above, we may conclude that the percentage of people satisfied with their jobs is highest among those over 50 years old, at about 40%. Meanwhile, the proportions of the personnel feeling hard to say are the same between those under 40 and over the age of 50, at about 50%. In contrast, the figure of the staff not satisfied with their jobs is about 64% among those between the age of 41 and 50, the highest among all the three categories.

The major determinant lies in people's various attitudes. On the one hand, the staffs between the age of 41 and 50 usually have to undertake their responsibilities and pressure from both their families and their career. Sometimes they even go to extremes, and frantically pursue money, power, high social status, and so on, which are all symbols of success—but never of satisfaction. On the other hand, people over the age of 50 always shift their life's goal from ultimate success to a relatively easy and comfortable life, and therefore become much more satisfied with their jobs.

In view of the above reasoning, I am convinced that it is difficult for everyone to be content with their jobs, and that it is advisable for each person to adjust his or her understanding of job satisfaction to reality. It is also clear to me that, despite the diverse attitudes towards one's career, true satisfaction probably derives from a positive attitude.

6、

Dear Sir or Madam,

I'm writing to express my deep regret that for something seriously wrong with the dictionary I bought from your online store.

First of all, there are some spelling mistakes in the electronic dictionary, which makes me feel surprising. What's more, the version of the electronic dictionary is totally not the latest one I want. Now, there is a need for me to inform you of the problems or request a refund.

I am looking forward to hearing from you and getting the solution to the problems.

Yours,  
Zhang Wei

7.

Dear Sir or Madam,

I am writing to notify you of some problems with the electronic dictionary I bought from your online store.

I purchased the electronic dictionary last week online. It worked well in the first week, but later displayed some obvious problems. First, some fonts are so small that I can't see the words clearly. Second, I find this is not the latest version I want. As a result, I formally inform you of the problems and demand a prompt solution to the



problems.

Your earliest response will be appreciated.

Yours,  
Zhang Wei

8、

The graph above demonstrates how \_\_\_\_\_ from a certain company feel about \_\_\_\_\_ in different age groups. For the staff under 40 years, \_\_\_\_\_ of them are uncertain and unclear about their jobs, but only \_\_\_\_\_ shows satisfaction. The members from \_\_\_\_\_ to \_\_\_\_\_ account for the largest proportion of dissatisfaction ( \_\_\_\_\_ %) and none are satisfied for their circumstances. But \_\_\_\_\_ of the ones over \_\_\_\_\_ instead pay a positive attitude, which gets the biggest percentage in employment satisfaction.

There might be two reasons related to the phenomenon. On the one hand, we could not ignore the \_\_\_\_\_ because \_\_\_\_\_. On the other hand, \_\_\_\_\_ is supposed to be considered. For instance, employers with age \_\_\_\_\_ are likely to \_\_\_\_\_, enjoying \_\_\_\_\_. So they often show \_\_\_\_\_.

As the reasons shown, the company can attach much importance to \_\_\_\_\_ and only in this way can we improve \_\_\_\_\_.

9、Dear Sir/Madam,

I am one online customers \_\_\_\_\_. I am writing this letter for the purpose of making a complaint about \_\_\_\_\_ I bought three days ago. My dissatisfaction is due to the fact that \_\_\_\_\_. In the first place, \_\_\_\_\_. In addition, \_\_\_\_\_. I appreciate it very much if you could \_\_\_\_\_ and I would like to have this matter settled within a period of \_\_\_\_\_.

Thank you for your kindness and I will be looking forward to your reply.

Yours sincerely,  
Zhang Wei

10、

Dear sir/Madam,

I am one online purchaser in \_\_\_\_\_. I am writing this letter in order to draw your attention of my complaint about \_\_\_\_\_ I bought three days ago. My dissatisfaction is resulted from the fact that \_\_\_\_\_. To begin with, \_\_\_\_\_. Besides, \_\_\_\_\_. I appreciate it very much if you could \_\_\_\_\_ and I would like to have this matter settled until \_\_\_\_\_.

Thank you for your time and I will be looking forward to your favorable reply at \_\_\_\_\_.

your earliest convenience.

Yours sincerely,  
Zhang Wei

11、

Dear sir/Madam,

I am one of the customers in \_\_\_\_\_. I am writing this letter of my attention of making a complaint about \_\_\_\_\_. I made a purchase of three days ago. The reason for my dissatisfaction is that \_\_\_\_\_. Firstly, \_\_\_\_\_. Additionally, \_\_\_\_\_. I appreciate it very much if you could and I would like to have this matter settled by the end of \_\_\_\_\_.

Thank you for your consideration and I will be looking forward to your reply.

Yours sincerely,  
Zhang Wei

12、

Dear sir/Madam,

I am one of the consumers in \_\_\_\_\_. I am writing this letter with the aim to express my dissatisfaction about \_\_\_\_\_. I purchased three days ago.

The reason for my complaint is that \_\_\_\_\_. In the first place, \_\_\_\_\_. Also, \_\_\_\_\_. I appreciate it very much if you could and I would like to have this matter settled before \_\_\_\_\_.

Thank you for your time and I will be looking forward to your kind reply at your earliest convenience.

Yours sincerely,  
Zhang Wei

13、

Dear Sir or Madam,

I acknowledged the receipt of the electronic dictionary bought from your online store on November 23, 2018. I was surprised to find some pages missing. It is very inconvenient for me to do the translation of the contract between our company and ESI company. The contract is to be signed next month, and the translation from English into Chinese is supposed to be done at the end of this month. I have to send the dictionary back to you in the hope of getting the correct one as early as possible.

I am looking forward to your early reply.

With best regards.

Yours sincerely,  
Zhangwei

14.

As is clearly shown in this table, it reflects the relationship between the age and the satisfaction content with works. Two points should be noticed: one is that 64% people at their 40s are not satisfied with their work; the other is that 40% people over 50s are satisfied with their work. We can draw a simple conclusion that people's satisfaction with their work increases as the age goes up.

So what are the invisible and probable reasons behind the phenomena reflected by the chart?

The most important factor to be considered is that people under 50s are on their professional rising stage, so they have a higher requirement for their work achievements, which will bring them great pressure rather than satisfaction. On the contrary, people over 50s have transferred their focus from work to family. At such age, they prefer to live a pleasant life and pay less attention to their work which in Chinese words, they try to enjoy themselves in old age.

People's attitude toward life, not only work will continuously change over times. But anyway, holding a positive toward work or life is the most important thing we need to do since a good attitude will add more flavors to your life. Individuals, companies as well as government should coordinate efforts to lessen work pressure. Only in this way can higher efficiency and happiness be obtained from works.

15.

From the statistics shown in the table above, it is no difficulty to find distinct differences in the survey about working satisfaction in a chosen company. All employees have been divided into three groups according to their ages: below 40, 41-50 and over 50. And there are three degrees of satisfaction on their jobs.

In the first column, it can be found that 40 percent of employees over 50 and 16.7 percent of employees below 40 are satisfied with their jobs, while no employees between 41 and 50 are content with their jobs in the company. In the second column, it indicates that half of the workers below 40 or over 50 are not clear about their working satisfaction, so are 36 percent of workers between 41 and 50. In the third column, it shows that workers dissatisfied with their jobs in three age groups make up 33.3 percent, 64 percent and 10 percent respectively.

It can be concluded from the survey that senior workers tend to be more satisfied with their jobs in the investigated company. Personally, some effective measures should be taken to improve employees' working satisfaction.

16.

As is clearly shown in this table, a series of data indicates the relationship



between age and people's satisfaction extent with their work. It can be seen that people under 40s, 16.7% people are satisfied with their work while the percentage of people unsatisfied takes up 33.3%. However, 40% people over 50s are satisfied with only 10% are not. Simple as it may be, it arouses our further discussion.

In my opinion, the main factor for this situation is that the change of people's attitude toward their lives. As we grow older, people transfer their focus from work to their family. They will not be so strict with their work achievement as they did when they were young, thus paying less attention to the living quality. In addition, people when young feel great pressure in their works. They want to make some achievement at that time, so they may set high goals for themselves. As we know, no one can walk on a smooth road, and there must be obstacles, facing which they are easy to become nervous and depressed.

Usually our satisfaction with our work will enable us to enjoy our life, bring us more energy and help us create more possibility. We ought to adjust ourselves to adapt to our working environment, not allowing it to bring too much bad influence to our lives.

17.

As is clearly displayed in the table, half of the employees below 40 years old are not content with their work, and none of the employees between 41 and 50 years old is content whereas 40 percent of the employees who are over 50 are content with their work.

The figures in the table indicate two major features of the groups of different ages. One is that the relatively young employees are not as discontent as the middle aged employees, which may result from the fact that people between 41 and 50 are more concerned with the stress in life, such as the living expense, children's education and health care. So it is understandable that they are not satisfied with their current work conditions when they have to face so much pressure every day. Instead, employees over 50 years old are more satisfied with their work since they do not have as much pressure as the younger employees do, and they barely have any ambitions any longer, which also equals less discontent with the work.

It's a common situation that middle aged people have more pressure than both the younger and the elder group. But we young people should try our best to relieve our pressure in order to work satisfactorily.

18.

Dear Sir or Madam,

I am writing to you to express my regret that I found something wrong with the newly-bought electronic dictionary from your online store the other day.

First of all, some scratches are found on the back of the dictionary as I received this delivery. But the most terrible thing that annoys me so much is that there exist many information mistakes in this dictionary which wastes me a large amount of time specifying its correctness. Now I hope you can take some prompt measures to solve

the problems, either giving me a refund or changing a new one for me.

I am looking forward to hearing from you as soon as possible and your immediate solution will be appreciated.

Sincerely yours,  
Zhang Wei

19.

The table chart above illustrates to what extent \_\_\_\_\_ in a company are their positions based on different age groups. As is shown in the chart, people in their \_\_\_\_\_ are \_\_\_\_\_ with what they are doing now and nobody is \_\_\_\_\_ their occupations. By contrast, people over \_\_\_\_\_ are \_\_\_\_\_ their jobs at the rate of \_\_\_\_\_. As for people under \_\_\_\_\_ old, only a third of them are \_\_\_\_\_ their current jobs. It is clearly noted that half the staff both \_\_\_\_\_ and over \_\_\_\_\_ have no idea about their situation.

Several factors contributing to changes reflected in the bar chart are listed as follows. To begin with, it is \_\_\_\_\_ who that \_\_\_\_\_. Therefore, what they take into consideration is just rather than \_\_\_\_\_. As for those who \_\_\_\_\_, they are in the life phase of \_\_\_\_\_, and what they care is \_\_\_\_\_. Furthermore, people have obtained a relatively \_\_\_\_\_ with \_\_\_\_\_.

Taking what we have discussed above into consideration, we can reach a conclusion that \_\_\_\_\_ will continue \_\_\_\_\_ in the future years.

20.

As is clearly demonstrated in the above table chart, the drawer provides us with a series of number with regard to \_\_\_\_\_. It can be concluded from the table that the percentage of people under \_\_\_\_\_ who \_\_\_\_\_ and who are respectively \_\_\_\_\_ and \_\_\_\_\_. In comparison, most of those who are in their \_\_\_\_\_ are \_\_\_\_\_ their jobs with a percentage of \_\_\_\_\_. Half the employees who are \_\_\_\_\_ have no idea about their conditions, while \_\_\_\_\_ of them still feel \_\_\_\_\_.

What can be deduced from the chart above? On the one hand, the staffs between



the age of \_\_\_\_\_ and \_\_\_\_\_ usually have to shoulder their responsibilities and pressure from both their families and their career resulting in \_\_\_\_\_. On the other hand, people over the age of \_\_\_\_\_ are more likely to \_\_\_\_\_, and therefore become much more satisfied with \_\_\_\_\_.

I am convinced that it is difficult for everyone to \_\_\_\_\_, and that it is advisable for each person to \_\_\_\_\_. It is also clear to me that, despite the diverse attitudes towards \_\_\_\_\_, \_\_\_\_\_ derives from \_\_\_\_\_.

21.

Given is a table chart which clearly shows the \_\_\_\_\_ about \_\_\_\_\_. We can conclude that the \_\_\_\_\_ group are those who are in their \_\_\_\_\_, amounting to \_\_\_\_\_, and so are a third of people under \_\_\_\_\_. The degree of job satisfaction, for people over \_\_\_\_\_, largely excels the other two groups, at a rate of \_\_\_\_\_.

There prove to be a number of reasons accounting for it. First and foremost, it has something to do with \_\_\_\_\_ especially \_\_\_\_\_ in which \_\_\_\_\_. In addition, the social issue is likely to be linked with \_\_\_\_\_.

For my part, some major factors such as \_\_\_\_\_ should be taken into account in term of the \_\_\_\_\_. What is more, it is safe to say the trend of will continue \_\_\_\_\_.

22.

It is clearly shown in the table chart above that an array of statistics suggest the \_\_\_\_\_ from different age groups. Employees under \_\_\_\_\_ who account for \_\_\_\_\_, while the proportion for those in their \_\_\_\_\_ is \_\_\_\_\_. People over \_\_\_\_\_ who are \_\_\_\_\_ their \_\_\_\_\_ take up \_\_\_\_\_.

The reasons for this phenomenon may be listed as follows. First, middle-aged people from \_\_\_\_\_ to \_\_\_\_\_ face more pressure than people less than \_\_\_\_\_ or \_\_\_\_\_. For example, they should support the family, both \_\_\_\_\_ and \_\_\_\_\_, so that they may consider their work only as a method of \_\_\_\_\_ and cannot \_\_\_\_\_. Second, for those over the age of \_\_\_\_\_, with \_\_\_\_\_, they are less likely to \_\_\_\_\_.

In conclusion, such a phenomenon must be paid attention to by the public, and proper and prompt actions should be launched by \_\_\_\_\_ to develop a healthy way of life and a positive outlook on life.

23.

Given is a table which gives information about \_\_\_\_\_ according to \_\_\_\_\_. It is clearly shown that in the age group below 40 years old, \_\_\_\_\_ of them have no idea whether they are satisfied with the current job. For people in their forties, none of them is satisfied with the job, with \_\_\_\_\_ extremely unhappy. But the situation changes obviously among employees aged more than 50. Apart from who are puzzled, \_\_\_\_\_ of them shows satisfaction.

There are two contributing factors lying behind this phenomenon. In the first place, \_\_\_\_\_. That is to say, \_\_\_\_\_. What is more, \_\_\_\_\_.

Based on the discussion above, it may be estimated that it is high time that we allocate due attention to \_\_\_\_\_. Only when employees are satisfied with their work can they be more willing to devote to the position and play their role to the best.

24.

What is shown is a table that compares the differences of towards \_\_\_\_\_. In the people who are satisfied, \_\_\_\_\_ accounts for the biggest proportion at \_\_\_\_\_, but no one in the age group of \_\_\_\_\_ showed satisfaction. In addition, half of those whose age is either \_\_\_\_\_ or \_\_\_\_\_ give unclear attitude. For the unsatisfied people, employees aged \_\_\_\_\_ take up the largest percentage at \_\_\_\_\_. Employees who are \_\_\_\_\_ are the least satisfied group with only \_\_\_\_\_.

The reasons for the phenomenon may be numerous, but the following two will suffice. To begin with, \_\_\_\_\_. To be more precise, \_\_\_\_\_. Furthermore, \_\_\_\_\_ also plays a significant role since \_\_\_\_\_.

According to the analysis given, due attention, as far as I am concerned, is supposed to be paid to \_\_\_\_\_. Never shall we underestimate the power of \_\_\_\_\_; instead, we can utilize it to improve people's sense of well-being.

25.

The table shows how \_\_\_\_\_ feel about \_\_\_\_\_. We can clearly see that people in the forties are the least satisfied group with their current job, with as high as \_\_\_\_\_ of them unsatisfied and no one satisfied. However, employees who are 50 and over are pretty happy with the situation, satisfied ones accounts for \_\_\_\_\_ and dissatisfied take up just \_\_\_\_\_. It is interesting that half of the young group and the elder group express unclear attitude towards their work.

Two reasons may be responsible for the changes as follows. In the first place, financial burden imposed on \_\_\_\_\_ determines that they are more desperate for money compared with \_\_\_\_\_ since they get bills to cover, children to raise and family to support. On the contrary, \_\_\_\_\_ are generally managers instead of basic staff, not having much to worry about. And that explains why they are more pleasant and satisfied.

Personally, I believe the phenomenon will be kept as it is now. But there are measures we could take and the situation may get changed and change for the better in the long run.

26.

Here shows a table with respect to the degree of satisfaction on work of staff in a company. The ages of the staff range from three age groups, under 40 years old, between 41 and 50 years old and over 50 years old. It is clear from the table that the staff over 50 years old has the highest degree of satisfaction. Meanwhile, the staff between 41 and 50 years old has the highest degree of dissatisfaction. And, a half of staffs who are under 40 and over 50 have no idea of the degree of satisfaction.

Some factors may account for the phenomenon. Firstly, work and life experience may explain their attitude. The staffs over 50 already have enough work and life experience and what they pursue now is an easy and comfortable lifestyle. On the contrary, staff between 41 and 50 years old still aims for something, such as money, power and so on. Secondly, social pressure to most extent contributes to the phenomenon. The staffs between 41 and 50 years old have the most social pressure which can come from work, children and parents. Of course, for those above 50 years old, there leave few things for them to worry about.

In my opinion, it is hard to make all people satisfied. On one hand, some staffs should adjust their attitudes to their work. On the other hand, companies are supposed



to improve staff's welfare.

27.

The table above shows the statistics of job satisfaction of the employees in a company. We can see clearly from the table that the percentage of employees who are satisfied with their jobs is the highest among those over 50 years old, at 40%. On the contrary, 64% of employees aging from 41 to 50 are unsatisfied with their jobs. A half of employees aging 40 and below and a half of employees aging above 50 are not uncertain whether they are satisfied with their jobs or not.

The underlying reasons for this phenomenon are as follows. First of all, employees aged 40 and below are either puzzled about their jobs or eager to seek for new job opportunities. Secondly, employees aged between 41 and 50 usually have to shoulder more responsibilities from their families and careers and they are more likely to be unsatisfied with their jobs. Lastly, employees over 50 years old are more willing to pursue a comfortable and stable life, and thus become much more satisfied with their jobs.

In conclusion, the proportions of employees' job satisfaction among different age groups differ greatly. When we are not satisfied with our jobs, what we should do is to adjust our mentality and keep a good attitude towards our jobs.

28.

The table reveals the data of job satisfaction of the employees in a company. It can be seen from the table that employees aged 41 to 50 who are not satisfied with their jobs occupy the largest proportion, accounting for 64% of that age group, whereas 40% of employees aged above 50 are satisfied with their jobs. A half of employees in the age group of 40 and below and above 50 are not clear whether they are satisfied with their jobs or not.

The following reasons are responsible for this phenomenon. Firstly, employees aged 40 and below are either puzzled about their jobs or eager to seek for new job opportunities. Secondly, employees aging between 41 and 50 usually have to shoulder more responsibilities from their families and careers and they are more likely to be unsatisfied with their jobs. Lastly, employees over 50 years old are more willing to pursue a comfortable and stable life, and thus become much more satisfied with their jobs.

To sum up, employees in different age groups differ in the satisfaction with their jobs.

29.

Dear sir,

I am \_\_\_\_\_. I feel sorry to inform you that I have to make a complaint about the electronic dictionary I bought from your online store the other day.

The reasons for my dissatisfaction are as follows. Firstly,

\_\_\_\_\_, which should have been avoided. In addition, because the battery is not durable, so I have to \_\_\_\_\_. Under these circumstances, I feel it necessary to contact the customer service center and seek your \_\_\_\_\_.

I appreciate it very much if you could exchange the old product for a new one, and I would like to have this matter settled by this month. Looking for your reply.

Yours sincerely,  
Zhang Wei

30.

Dear sir,

With reference to my order in your online store, an electronic dictionary was delivered the other day. But I regret that it was malfunctioning.

The package containing the electronic dictionary was in good condition, so I signed it without hesitation. However, after \_\_\_\_\_, I was disappointed. I thought the malfunctioning was due to \_\_\_\_\_, so I make a complaint about the product and request you to handle the \_\_\_\_\_ instantly.

I believe your company is of good reputation and will replace the bad one as soon as possible. I'll also send it back for you. Looking forward to your reply.

Yours sincerely,  
Zhang Wei

31.

Dear sir,

My order for an electronic dictionary was delivered on \_\_\_\_\_ to my home timely. But I am afraid that it has some quality problems because I find \_\_\_\_\_, which bothered me very much.

I had the electronic device checked in the maintenance shop, and confirmed that the damage was because \_\_\_\_\_, for which the seller is responsible. It has caused inconvenience and economic loss to me, and you shouldn't be so \_\_\_\_\_ and sell \_\_\_\_\_ in this condition to your customer because for a company, credit is very important.

I hope you can deal with my complaint well to avoid a second mistake in your work. So I ask for a refund and 100 yuan compensation.

Yours sincerely,  
Zhang Wei

32.

Dear sir,

It is with great reluctance that I must inform you that I would like to return the electronic dictionary I bought from the online shop of your company. The main problem is that the screen is always black, causing my \_\_\_\_\_ when facing the intolerable quality problem.

My purpose of writing the letter is to seek your prompt response, and I hope you can meet my requirements. Firstly, make an apology to me

for \_\_\_\_\_. Furthermore, it is highly recommended that \_\_\_\_\_, which will be regarded as a good solution and satisfy both sides.

Anything you can do to resolve the problem quickly will be greatly appreciated. Looking forward to your reply.

Yours sincerely,  
Zhang Wei

33.

Dear sir,

I am happy that the electronic dictionary I ordered the other day has arrived on time. However, I was disconcerting to find that \_\_\_\_\_, therefore, it is urgent for me to \_\_\_\_\_.

After I used it for several days, I was aware that the translation of the words was not so \_\_\_\_\_ and equivalent. Whenever I have difficulty \_\_\_\_\_, I will turn to the electronic dictionary for help, which serves as a useful tool in my study. But it had so severe a problem that it was far from the qualified product.

This problem has affected my study. I shall be obliged if I can get a full refund as soon as possible. I hope that my problem will get your kind consideration.

Yours faithfully,  
Zhang Wei

34.

Dear sir,

I seldom write letters of complaint, but after I received the electronic dictionary, I have to \_\_\_\_\_, because it didn't live up to my expectations.

I beg to call your attention to the fact that the electronic dictionary was damaged during the delivery and the appearance of it has many defects. For one thing, the color of it seems \_\_\_\_\_, looking \_\_\_\_\_. For another, it lacks of a piece of paint, and I suppose that \_\_\_\_\_.

Would you please let me know whether or not you can exchange goods as soon as possible and I would appreciate it if you could speed matters up.

Yours faithfully,  
Zhang Wei

35.

Dear sir,

I'm writing to complain about a serious defect found in the electronic dictionary I purchased from your online store last Saturday.

It was an unpleasant experience. I purchased the device last Saturday, but after a few days, when I took the \_\_\_\_\_ out of the bag and examined closely, I found \_\_\_\_\_. Besides, when I tried to use it, it \_\_\_\_\_. I think you shouldn't neglect the deficiency when you delivered it and these are the problems you should pay attention to.

Unless you take prompt action to correct the electronic dictionary's defects or refund the full purchase price, I will be forced to take legal action.



Yours faithfully,  
Zhang Wei

36.

The chart illustrates how employees are satisfied with their jobs in a company. The survey is conducted among employees of three age groups in this company. From the chart we can find that only 16.7% of employees under 40 are satisfied with their jobs. None of those employees aged 41 to 50 are satisfied with their jobs. The percentage of those employees aged 41 to 50 who're not satisfied with their jobs reaches to 64%. However, quite a few people among those above 50 are satisfied with their jobs and the proportion is 40%.

So what are the reasons behind the phenomenon? The possible answer may be that employees aged 41 to 50 have heavy family burden as they have to support their families and bring up children. Therefore, they have much higher requirements for their jobs, such as salary and welfare and burden of work. In comparison, employees above 50 usually have considerable salary and stable social status. They're easier to be pleased with their jobs.

Based on the information offered by the chart, companies need to take measures to pay more attention to employees at different ages and try to meet their needs as much as possible.

37.

As is illustrated in the chart above, we can clearly know the job satisfaction levels of different employees at three age groups in one company. Among the employees under 40, 16.7% of them are satisfied with their jobs while 33.3% of them are not satisfied. Most of the employees aged 41 to 50 are not satisfied with their jobs. The percentage of that is up to 64%. And none of those employees aged 41 to 50 show satisfaction with their jobs. 40% of the employees over 50 are pleased with their jobs and only 10% of them show dissatisfaction.

The chart convey the common phenomenon that older people are much easier to accept their jobs but younger people are less content with their jobs, especially those middle-aged people. People above 50 usually live a more comfortable life with considerable salary. In comparison, people under 50, especially those aged 41 to 50, are more likely to be discontent with their jobs. Because they have heavy burden, such as supporting family and bringing up children.

According to the information offered by the chart, companies should be more concerned with their employees. Only in this way can the companies develop better.

38、

To whom it may concern,

I am writing to express my dissatisfaction with the poor quality of your goods, an electronic dictionary that I bought from an online store the other day. The main problem I found is that the dictionary gets a breakdown shortly afterwards. I

cannot turn it off for no reason at all. Trying many times, I failed to make it operate properly. To make matters worse, it cannot be charged at all. Last but not the worst, its button does not function and the screen will flash unexpectedly and randomly. I would like to have it refunded.

I would be very grateful if you consider this request at your earliest convenience.

Yours sincerely,  
Zhang Wei