

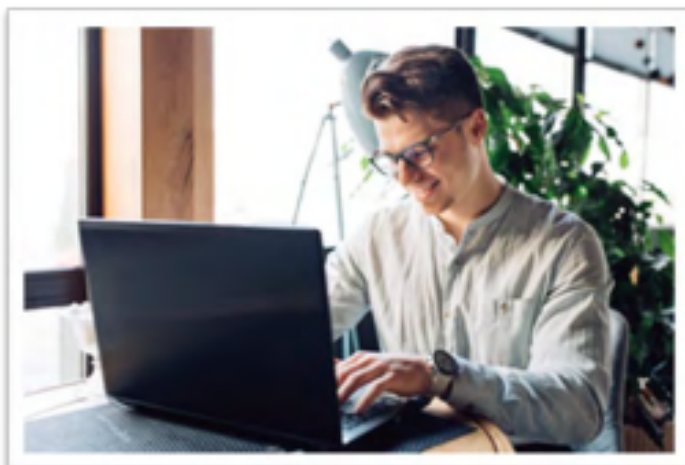
## Reading and Use of English 7

Read the comments and the shopping experiences some people shared. Then write the letter for the experience in which you found the answer. Some options can be used more than once.

- Shopping experiences.

Which person...

- **says that** the places he visited made him feel uncomfortable.
- **is surprised to realise** how efficient and fast the service is.
- **is surprised at the** no-cost delivery service.
- **expresses that** companies do not care too much about customer service nowadays.
- **makes emphasis on** how reasonable and acceptable the store is.
- **is planning to** shop in the store again.
- **says that** the way they have provided him with the service made him feel like a friend.
- **expresses that** the extra touches on the service prove they are a great store.
- **says that** he will not hesitate to tell about the store to anyone.
- **expresses that** he couldn't find a place as good as "You name it – we'll make it happen!"



## You name it – we'll make it happen!

- A Michael** - I just wanted to let you know that you guys are legit. Not only do you have great prices, free shipping and no tax, you shipped my new Patagonia suit the next day. I was so stoked to receive it only a couple of days later and start breaking it in. Even more impressive, though, were the handwritten note and extras in the box. They might have been minor details, but they were a welcoming surprise and represent an attitude and a way of doing things that I wish were more common nowadays. Rarely do I get this kind of treatment from local shops and never on the internet. Keep up the good work, I'll be ordering from you again in the future.
- B Wyatt** - I went to a surf shop in southern California recently. I was expecting more than just 30 shortboards that were price high, and a department store feel. The shop didn't have good customer service and I felt like everything was crammed into a small space. I walked out of the shop saying, "This is not the place I am looking for!" I have been coming to your store for years with my parents and every time I walk in, they always greet me like an old friend and are always asking if I am finding what I am looking for and if I can't find it, they make the best effort to help me. I want to thank Josh and his crew at both of the shops, for the best example of what customer service looks like.
- C Geoffrey** - Hey – I love my new wetsuits. That goes without saying. I hope to get in the water tomorrow and test it out. But the real point of this is to thank you for the customer service you provided me with. Customer service seems to be a lost art – especially when buying online. But you guys really set a great standard that other retailers should follow. Personal, knowledgeable and honest service with great prices and free shipping – it is fantastic. You have earned my seal of approval and I will surely recommend your site to all of my friends. You've got a friend in New Jersey.
- D Tyler** - I just wanted to compliment you guys on how on point you are. I ordered my suit yesterday and it arrived today perfectly in time for when I leave for surfing school on Sunday. Not only that, but you guys hooked me up with the stickers, a shirt and some wax. You guys are an example of what every business should be like, and I couldn't be happier I went through you guys for my suit. By the way, the new Patagonia is the comfiest suit I've ever tried on. I will definitely be ordering from you guys in the future, and will strongly recommend you to anyone. Thanks again!