

# TED-IELTS

Dear Sir or Madam,



**SALUTATION/  
GREETING**

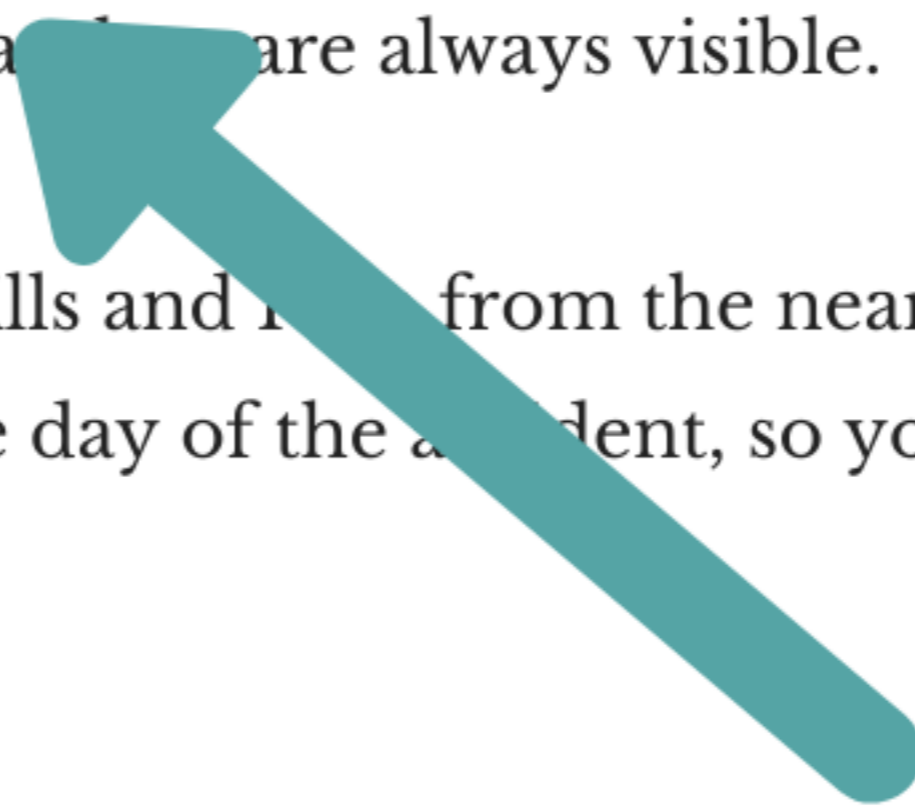
I am writing to inform you that I was injured in your supermarket last week when I slipped in a puddle that had been left in one of your aisles. I would like to seek assurance from you that this will not happen again.

The accident occurred last Thursday morning at your South Street branch, at around 9:30am. I was picking up a few groceries and then ventured into the frozen food aisle. Evidently, there had been a spillage and one of your staff had mopped it up, but they had not put down a warning sign that the floor was still wet.

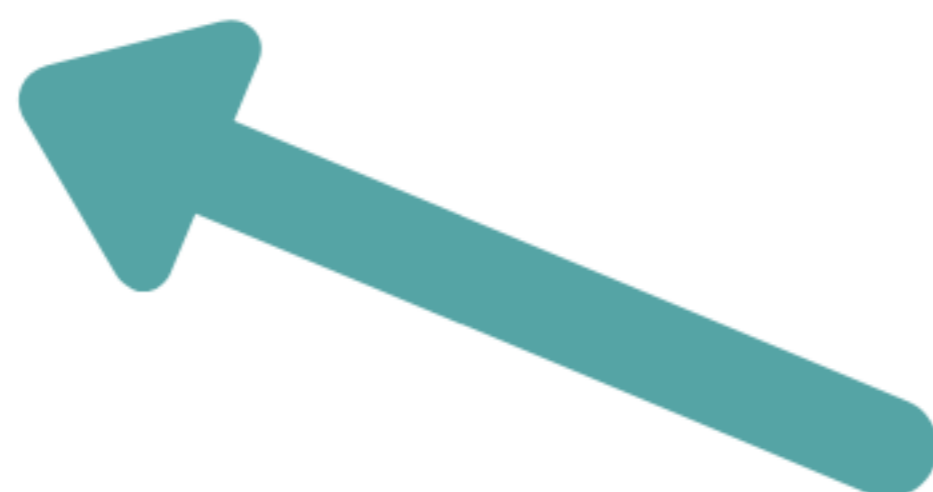
I understand that these things happen and I will not be pressing charges, but I do want to recommend that you put in place certain protocols to ensure that it does not happen again. Firstly, you should have staff trained to deal with these situations quickly. You should also have warning signs stored with the mopping equipment in order to make sure that they are always visible.

For reference, my name is David Wills and I live from the nearby town of Cupar. I gave my details to your staff on the day of the accident, so you should have them on file.

Sincerely,  
David Wills



**CLEAR PARAGRAPHS**



**CLOSING/ SIGN OFF**