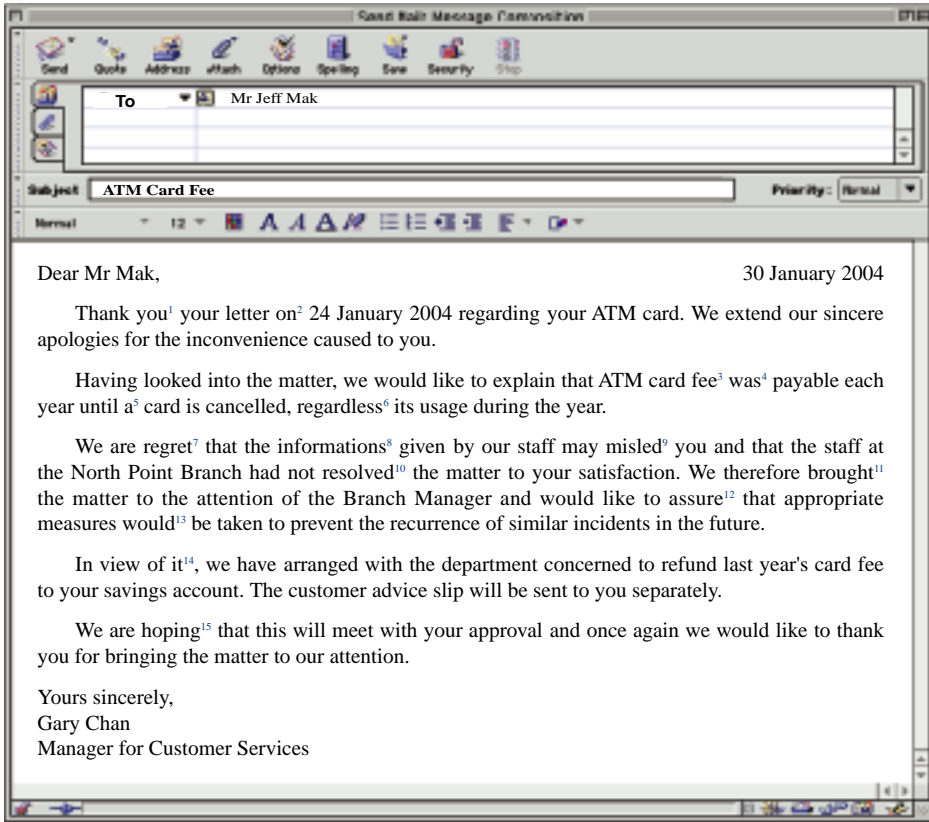# Find the mistakes!

In this section we look at common grammatical errors in business documents

This BUSINESS LETTER contains common grammatical errors. Try to identify and correct them. You can check the right answers below.

Send Mail: Message Composition

To ▼ ▣ Mr Jeff Mak

Subject: ATM Card Fee   Priority: Normal ▼

Normal ▼   12 ▼

Dear Mr Mak,   30 January 2004

Thank you[1] your letter on[2] 24 January 2004 regarding your ATM card. We extend our sincere apologies for the inconvenience caused to you.

Having looked into the matter, we would like to explain that ATM card fee[3] was[4] payable each year until a[5] card is cancelled, regardless[6] its usage during the year.

We are regret[7] that the informations[8] given by our staff may misled[9] you and that the staff at the North Point Branch had not resolved[10] the matter to your satisfaction. We therefore brought[11] the matter to the attention of the Branch Manager and would like to assure[12] that appropriate measures would[13] be taken to prevent the recurrence of similar incidents in the future.

In view of it[14], we have arranged with the department concerned to refund last year's card fee to your savings account. The customer advice slip will be sent to you separately.

We are hoping[15] that this will meet with your approval and once again we would like to thank you for bringing the matter to our attention.

Yours sincerely,
Gary Chan
Manager for Customer Services

1. Thank you for...
2. of/dated 24 January 2004
3. the ATM card fee
4. is payable each year...
5. the card...
6. regardless of its usage
7. We regret that...
8. the information...
9. may have misled you...
10. did not resolve the matter...
11. We have therefore brought...
12. assure you...
13. will be taken...
14. In view of this...
15. We hope that...

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Do you know the difference between a preposition and a conjunction? Do you know what an interjection is? At Grammar Gorillas, you can play fun language games which help you practise the various parts of speech. First, choose Beginner or Advanced (Beginner covers only nouns and verbs; Advanced covers all parts of speech). To play the game, complete each sentence by selecting the correct part of speech from the highlighted words. If you are correct, you will win a banana for the **Grammar Gorilla**!

http://www.funbrain.com/grammar/index.html

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