

Haldia Institute of Technology  
Department of Applied Science & Humanities  
Assignment 3

Course Code: HU101

1. How are letters and memos different from each other. Explain.
2. As the Purchase officer of a company, write a complaint letter to United Ltd., Panjab, pointing out the damage which was discovered after checking the consignment containing compact discs sent to you by the supplier.
3. Playing the role of Senior Sales Manager, Apex Ltd. draft a suitable reply to this claim letter.