**Letter #1**

You are a Catalog Sales Representative for a company called Coffee Crazy & Things. You need to write a letter to Mr. Mark Johnson, one of your clients, to inform him that the item he ordered is out of stock. Mr. Johnson’s address is 555 Madison Avenue, New York, New York 10018.

**Follow full-block format. Use the current date. Include an appropriate greeting and closing. Be sure to add reference initials and any other notations where necessary. Type the paragraphs shown below as the body of your letter.**

Thank you for placing an order with Coffee Crazy & Things for three espresso makers, catalog number 888, on July 23.

Unfortunately, we no loner have the items you ordered in stock and do not expect another shipment for at least three months. We will credit your American Express account in the amount of $452.00 at this time.

We will notify you when we have the items back in stock, should you wish to re-order it at that time. I have also enclosed our newest catalog. You will find our newest line of espresso makers on page 175.

We are sorry for any inconvenience this might have caused you.