

Table 4.4 The Examples of Content and Language Feedback

NO	NAME	TOPIC	CONTENT FEEDBACK	LANGUAGE FEEDBACK
1.	Student 1	Complaint Letter	Adding acknowledgment before apologizing expression	<ul style="list-style-type: none"> • He is -> he was • More -> only • My self -> myself
		Application letter		<ul style="list-style-type: none"> • Add the word “when” Working in non educational field, (when) I was • Add the sentence : I look forward talking to you • New environment and new people • Has (been) the most appealing offer • My self -> myself • Enclosure -> enclosing • I usually do sports, reading, dancing. . .-> i usually do sports, read novels and poems, and have write some of them
2.	Student 2	Complaint Letter	Stating the reference of order, code types of t-shirts	<ul style="list-style-type: none"> • T-shirt -> T-shirts • Product -> products • Experience -> experienced • You have already order -> you have already ordered • Adding sentence : so your order was exchanged with someone else
		Application letter	<ul style="list-style-type: none"> • Stating when you get the information of that job • Stating you enclose the letter with id card and certificates (based on the requirements) 	<ul style="list-style-type: none"> • English teacher ->English teacher position • I was a private english teacher for elementary school. In my fourth semester, i was a private english teacher for high school students -> in my third and fourth semesters, I was a private. . .elementary and junior high school students
3.	Student 3	Complaint Letter	Complaint letter must appeared gratitude expression before it explains the response	<ul style="list-style-type: none"> • Transaction -> purchasing • Grammar improvement such as: is -> was, etc.

		Application letter	<ul style="list-style-type: none"> • Adding complete address and postal code of the addressee at upper part of the letter • Adding the complete information when you get the job vacancy 	<ul style="list-style-type: none"> • No abbreviation like I'm
4.	Student 4	Complaint letter	<ul style="list-style-type: none"> • Adding "thank you for your feedback, we will train our employees better to avoid such problems in future." 	<ul style="list-style-type: none"> • 10th -> 10th • Diminishing "th" on dates
		Application letter	<ul style="list-style-type: none"> • put e-mail on the conclusion • the letter had better explaining teaching experience at ABC Kindergarten 	<ul style="list-style-type: none"> • diminishing little and small on children become toddlers
5.	Student 5	Complaint letter	<ul style="list-style-type: none"> • you ordered a new Television set Sony Bravia KD-84X9000 with high expectations of a good quality of sound and picture with a functional remote control, but our dispatch office sent the television with very poor quality of sound and bad quality of picture, also the remote control is not functioning properly → try to be straight to the point, says "what is wrong and why?" 	<ul style="list-style-type: none"> • Filling → complying • Your order (on March 4) dated 4th March 2015 • Fix the sentence become : It was our officer mistake, because he sent the television with very poor quality of sound and bad quality of picture, also the remote control is not functioning properly. • Apologies → apology
		Application letter	<ul style="list-style-type: none"> • Putting postal code 	<ul style="list-style-type: none"> • I taught 8th grade in this school → I have worked as an English teacher for 8th grade • My students succesfully awarded as First Winner → I have succesfully guided my students to the first winner • Shorten "to provide you my sense of background I am enclosing achievements and resume"

6.	Student 6	Complaint letter	<ul style="list-style-type: none"> Put the dates when we receive the letter, for example : “we have received your letter on . . .” In the end of the sentence on the last paragraph, it should appear “please accept our apology that caused . . .” Company name does not use www. So use directly Qshirtholic 	<ul style="list-style-type: none"> Which was broken → which were broken
		Application letter	<ul style="list-style-type: none"> Diminishing “It has been my lifelong dream to do something with for children Adding UNJ Explain what will I do to keep the children happy Mention the enclosure because it has not been mentioned at the body 	<ul style="list-style-type: none"> Adding of becoming after sentence I have the capability I love children → I love them For the playgroup teacher → for a playgroup With for children, diminishing “for” Adding “you” before the word “advertised”
7.	Student 7	Complaint letter	<ul style="list-style-type: none"> In the first paragraph, there is a kata pengantar, for example: “thank you for your letter on March . . . regarding your order . . .” Give the next step, for example, you want to change the thing and give a discount in the next purchase 	<ul style="list-style-type: none"> Ms. Greene → Ms Greene, no use fullstop I am sorry about your problem that. . . → I am sorry about the problem that . . . Adding comma after Sincerely Adding “is” between it (is) because the superintendent . . . Adding “is “ in he no longer . . . Forget → forgot
		Application letter	<ul style="list-style-type: none"> Adding name of the newspaper and the date of publishing if you would like to call me for I will be available at any time to make an exam and interview, please inform 	<ul style="list-style-type: none"> Adding (a) before english teacher position Recently, on newspaper that your school needs teachers for some subjects and levels change the position, I am also enclosing my CV to provide you with some sense of my

			<p>me via e-mail at dwilaksana@gmail.com or contact me at 085697516982. I will be at your convenience.</p> <ul style="list-style-type: none"> • Incomplete address of the sender 	<p>background</p> <ul style="list-style-type: none"> • . . . develop these → my • . . . in magazine of that → the
8.	Student 8	Complaint letter	<ul style="list-style-type: none"> • No sender's address • The date should be at left side 	<ul style="list-style-type: none"> • Some letters "i" should be capital
		Application letter	<ul style="list-style-type: none"> • No sender's address • The dates should be at left side 	<ul style="list-style-type: none"> • The writing of the area should be capital in each word, Tegal alur → Tegal Alur
9.	Student 9	Complaint letter	<ul style="list-style-type: none"> • Need to say promise to the costumer like "I promise this problem will not happen again in the future" • You should give an offer like a discount or something as your apologize 	
		Application letter	<ul style="list-style-type: none"> • (If you are interested with my background and my goal and want to discuss further) • We have to schedule our meeting since I am a little bit busy person (no needed to stated, because it makes you look arrogant or something like that) 	<ul style="list-style-type: none"> • Job → position • Teach → taught • Do not put (so) before my english is fluent
10.	Student 10	Complaint Letter	<ul style="list-style-type: none"> • In the first sentence of the second paragraph should be stated an apologize statement 	<ul style="list-style-type: none"> • As we interviewed → as we investigated • Pick → picked
		Application Letter		<ul style="list-style-type: none"> • I was involved as academic staff → I was a part of academic department • One of them should be changed
11.	Student 11	Application letter	<ul style="list-style-type: none"> • I was used to working with computers mainly operate using MS Office applications 	<ul style="list-style-type: none"> • I am also able to work accurately, diligent, workmanlike, and even under-pressure. (it should be

			<p>such as, MS Excel, word, access, power point, outlook, internet, and specialized accounting software. (something goes wrong with the sentence but she doesn't know what it is, she just said that the sentence is weird.)</p>	<p>parralel)</p> <ul style="list-style-type: none"> I am a kind of a work hard person. → I am a kind of work people.
12.	Student 12	Complaint letter	<ul style="list-style-type: none"> put the name of the company in signature block put year in the dates 	<ul style="list-style-type: none"> thank you for becomes our loyal costumer in March 8 → on March 8 we sell our . . → got from import the CD does have → had thank you for your letter and thank you for becomes our loyal customer → thank you for your letter and becomes our loyal costumer exchange → give we refer to your letter in March 8, it is unnecessary sentence
		Application letter	<p>“indeed, my major seems to not very suitable to your requirement, but I can assure you my capability in hard work.”</p> <ul style="list-style-type: none"> there is something missing in this sentence, because it does not show your credibility. If I was the H&M HRD, I will not hire you because you know the position you want is not in the same field with your major but why you still apply then? I know you mentioned that you have capability in hard 	<ul style="list-style-type: none"> proficiency → proficient 26 March, 2015 → March 26, 2015

			<p>work, but it is not enough</p> <ul style="list-style-type: none"> • otherwise, if you still insist to put your words, you can give additional experience which related to administrative staff or assisting staff • Put the company address in inside address 	
13.	Student 13	Complaint letter	<ul style="list-style-type: none"> • RE : Response to Complaint, it should not be used again. 	<ul style="list-style-type: none"> • Regarding to inappropriate the skirt's color that you have ordered • To learn of the problems you experience 79V d with our product → for making you uncomfortable with the problems you experienced with our product • The success of our shop → improve productivity • To inappropriate → unexpected • Providing → provide • Our Costumer → our costumers • Your complaint → your dissatisfaction • . . replace that → . . replace the • . . The right color that → . . the right color as same as • How we can → our work to
		Application letter	<ul style="list-style-type: none"> • Teacher requires fluent in English both written and oral, love children and teenagers, pleasant personality, energetic and creative, good communication and computer skill, maximum 30 years old, and experience in teaching or in the same position is an advantage. (do not write those sentences) • I consider myself that I 	<ul style="list-style-type: none"> • Adding the word "the" between the words have and qualifications • According to the advertisement, the position of part time English teacher requires fluent in English both written and oral, love children and teenagers. . . → regarding to your advertisement, I think the position will be fit with me. • Company → institution • Do not use the word "soon"

			<p>have (the) qualifications as you want. Do not write that you meet the requirements' company directly, but explain about your experience that show your ability related to the job' criteria because company and school usually see your real ability</p> <ul style="list-style-type: none"> • Do not use the words "I have" • Use the word "enclose" to be more convincing, "to provide you with my sense of background, I am enclosing a .. ." • Please write the website 	<ul style="list-style-type: none"> • I consider that I → I believe that I have ability/skill. . .
14.	Student 14	complaint letter	<ul style="list-style-type: none"> • If you want to immediately send the complete book and also the voucher, I suggest you to write "we enclose the complete book as well as the voucher along this letter." • But if you want to send the complete book and the voucher, I suggest you to write : "we will send the complete one and the voucher into your address, please wait until March 20." 	<ul style="list-style-type: none"> • It may be → it is caused • With a complete one → with the complete one • Publishing books → books (Because it sounds you buy their publishing company, not the books) • . . our employees may be forgot to check. . • Also, we also send you a 50% discount. . .
		Application letter	<ul style="list-style-type: none"> • Give the explanation about learning basic grammar related to the job • Complete the gratitude expression, thank you 	<ul style="list-style-type: none"> • As I am an English language student, • . I have learned about each English skill deeply. . • As I am an English language student. . .until . . .public

			for your time and consideration.	<p>speaking Workshop from Universitas Pelita Harapan. (make the sentence more simple, at the second and the third paragraph, it mention skill. Those are combined between grammar and teacher skill. If you want to tell about creative writing and the workshop, it would be better by showing the certificates)</p> <ul style="list-style-type: none"> • For five semesters → five semester • I have learned all skills • I have do → I have done • Reach me at → contact me by phone at • And I look
15.	Student 15	Complaint letter	<ul style="list-style-type: none"> • she should write “Ref” before the salutation • she should write the reason why the sales promotion girl did the mistake. 	<ul style="list-style-type: none"> • She should add “s” in writing “shoes”, • “s” in writing “for the other order • Add “would” in writing “as our apology, we would give you 50% discount for the other orders.” • We have received your letter of August 13th → we have received your letter in August 13th • In regard to → regarding to
		Application letter	<ul style="list-style-type: none"> • she should mention the website of job vacancy • she should mention her contact number in the end of the application letter • she should give the evidence that proves me about trusted person 	

16.	Student 16	Complaint letter	<ul style="list-style-type: none"> the accuracy of her sentences she must make a good relation to customer when she respond a complaint letter to avoid the clumsy in her letter. The coherence in her letter 	
		Application	<ul style="list-style-type: none"> Coherence cohesion 	
17.	Student 17	Complaint letter	<ul style="list-style-type: none"> At the closing part of the letter, it had better to be written apologizing expression about the service such as giving a discount to customer to keep customer's trust It should be explained what problem occurs, "regarding our product which do not meet your expectation" Write the address briefly "RT/RW 004/011" 	<ul style="list-style-type: none"> Add the word "the" before the word "trouble"
		Application letter	<ul style="list-style-type: none"> Inside the cover letter, choose one, CV or resume Write the contact number so that it can be easy to call She should explain what beneficial things 	<ul style="list-style-type: none"> After the word "apply", it must appear the word "for" Fascination → passion
18.	Student 18	Complaint letter	<ul style="list-style-type: none"> Use Ref. Number after inside address Give the reason why I gave her the unworked watch Write the product without mentioning the brand "new product of Michael Kors → the 	<ul style="list-style-type: none"> . .So that, we will change. . → . in light of this, we have decided to change. . Please kindly wait till March → I will call you soon to check that this meets with your approval Thank you for your letter of March 08, 2015 . . . → we have your letter of March or we refer to your letter of March

			<p>new watch exactly like you have ordered</p>	<ul style="list-style-type: none"> • I was sorry → I am sorry or I am very sorry • We check → we have checked or we checked or tested • Use simple present tense rather than simple past tense • I was sorry to read of the issues that the battery of our Michael Kors product did not work very well → I apologize that battery does not work very well • Regarding my online shop product which did not meet your expectations → regarding to my product which is not exactly as your expectation • After receiving your enclosure of the unworked watch, we check the battery on it → as the watch you have sent back to us and we did check the battery • I will send the new product to the address that you gave to me. it is unnecessary
		<p>Application letter</p>	<ul style="list-style-type: none"> • To convince the job vacancy reader, Syifa should write the requirements which she can meet regarding to her experiences (I started teaching English when I was in my third semester. Since then I enjoy working with children and support them in learning English. During my study I learned about academic presentation) 	<ul style="list-style-type: none"> • I am seeking for a job to develop my teaching experience → I am applying for English teacher position which you advertised in your website • I am currently an English teacher for elementary school at one of (school's name) the elementary schools in Tangerang → I have worked as an English teacher in Ulul Ilmi study club and in Madrasah Ibtidaiyah Al-Karim in Tangerang • For that purposes • Lovely → loves • One of Ulul Ilmi study club • As well as competences → has competence

				<ul style="list-style-type: none"> I am currently an English teacher for elementary school at one of (school's name) the elementary schools in Tangerang → I experienced teaching English in Ulul Ilmi study club and am currently an English teacher in Tangerang
19.	Student 19	Complaint letter	<ul style="list-style-type: none"> put the dates when the company reply the complaint letter give the reason why the food is not warm condition and the restaurant takes a long time to serve the food Put the position "The Manager" at the upper of inside address Put the dates of sending the letter She should write the apology and improvement to better service 	<ul style="list-style-type: none"> May, 21 2011 → May 21, 2011
		Application letter	<ul style="list-style-type: none"> Make a new sentence after the full stop Put the dates of the writing letter choose one between CV and resume 	<ul style="list-style-type: none"> Change the sentence: "I am very happy when I can see children learn something from myself" Change : "I have also experienced to do some presentation and to be a moderator in seminar" Telephone number → by phone at About job vacancy → regarding job vacancy Add full stop (.) in the sentence "I join an organization that requires me to be able to work in a team(.)" in the dates, in change to on
20.	Student 20	Complaint letter	<ul style="list-style-type: none"> explain the problem of customer add reference number 	<ul style="list-style-type: none"> run of → run out of put comma after "as our apology" our apology that → our

				<ul style="list-style-type: none"> apology for put comma after “thank you for being YSL costumers”
		Application letter		<ul style="list-style-type: none"> put comma after “Dear Ms. Janet” I am student → I am a sixth semester student Put “I look forward to hearing from you” Beside teaching English such as →beside capable in English I able to I will be taking → I will take Per week → in a week
21.	Student 21	Complaint letter	<ul style="list-style-type: none"> Thank you very much for your letter in March 4, 2015. It is better to put when the receiver receive that letter We would like to extend the inconvenient caused by sending you the new black long chiffon skirt. It is better to put how long the skirt will be received to the costumer It is better to put thank you very much for your letter in March 4, 2015 after firstly, and put then before we would like to apologize. . .or it is better not to put firstly in that letter We would like to extend the inconvenient caused . . . we know that we need to assure you that we have taken the necessary steps to remedy this situation. It is better to put only one of those two sentences. The meaning is quite same that the owner will 	

			remedy the inconvenient	
		Application letter	<ul style="list-style-type: none"> it is better not to put “and two references” in the first paragraph. Let the receiver know that only in the second paragraph. After deleted the words and four references, do not forget to put and before my resume the opportunity presented in this listing is very interesting, and I believe that my strong technical experience and education will make me a very competitive candidate for this position. The key strengths that I possess for success in this position include. It is better not to put my strong technical experience and education, since all the key strengths have already mentioned clearly after that 	<ul style="list-style-type: none"> good time management is not written using article a
22.	Student 22	Complaint letter	<ul style="list-style-type: none"> in the beginning of the sentence, it should be written “thank you for your letter on Thursday, 13 March 2015 regarding your order LED TV VOTRE 24” SN74331 at the sentence “we have investigated the situation” it should explain the situation occur 	<ul style="list-style-type: none"> found that have problem in process delivery → found that there is a problem in process delivery please send back your order and our company will replace your order with the same model → please send back your order andf our company will replace it with the same model our company will give your CATV antenna amplifier as

			<ul style="list-style-type: none"> in the end of the letter, add gratitude expression of sending the letter so that it can get company's productivity 	<ul style="list-style-type: none"> an apology → we would like to give you a CATV antenna amplifier as an apology for the problem we caused you thank you for your letter of Thursday → thank you for your letter on Thursday.
		Application letter	<ul style="list-style-type: none"> Jakarta, 463132 → Jakarta Timur, 463132 	<ul style="list-style-type: none"> I am currently on 6th semester English department → I am currently 6th semester English department English for Kindergarten or Primary school → English for Kindergarten and Primary school Interest → interested
23.	Student 23	Complaint letter	<ul style="list-style-type: none"> At the end of the second paragraph, add the sentence "we understand about your satisfaction" Thank you for your letter regarding your order . . . dated Wednesday . . The letter are enough to explain about company's mistake and make a promise to the costumer to solve the problem 	
		Application letter	<ul style="list-style-type: none"> Put the telephone number at the below 	<ul style="list-style-type: none"> State University of Jakarta → UNJ Teacher → teacher Write the signature block Each point must be given fullstop (.)
24.	Student 24	Complaint letter	<ul style="list-style-type: none"> Give reference number if possible Adding the sentence : "it is apparent that we need to train our employee to service the costumer better in the future" after first paragraph 	<ul style="list-style-type: none"> We have your letter of (on) Unawareness (who did not give the one that you ordered)

			<ul style="list-style-type: none"> • Jakarta Timur should be (Jakarta Timur) • Please allow us to apologize (for the mistake we made) the mistake comes from 	
		Application letter	<ul style="list-style-type: none"> • If you can operate computer well, you can add the skill because the requirement include computer literate 	<ul style="list-style-type: none"> • I am writing to you to apply for the post at Jobsdb.com which was advertised on 26 March 2015 for want of teachers for kindergarten → I saw your advertisement on Jobsdb.com on March, 26 2015. I am writing for kindergarten's teacher • I am writing to you to apply for the post at Jobdsb.com which was advertised on 26 March 2015 for want of teachers for kindergarten → I am writing to apply for the position of Kindergarten teacher which you posted at Jobsdb.com on March 26, 2015 • A degree → the bachelor degree of English • I have also learned much from my courses (diminishing "much") • The space between sincerely and name is less
25.	Student 25	Complaint letter	<ul style="list-style-type: none"> • Uneffective statement (wordiness) • Adding promise like giving discount in the next order • The date 	<ul style="list-style-type: none"> • The choice of words
		Application letter	<ul style="list-style-type: none"> • Date of the letter • Title of person 	<ul style="list-style-type: none"> • The choice of words
26.	Student 26	Complaint letter	<ul style="list-style-type: none"> • After the words "our product" the comma should be ommitted. You may write "thank 	<ul style="list-style-type: none"> • Thank you for your letter on december, 11 2011 regarding to one of our product(s)

			<p>you for the letter as it would improve our service/productivity in further time</p> <ul style="list-style-type: none"> The letter is clearly explained the response to the costumer, you should have written the date of the letter 	
		Application letter	<ul style="list-style-type: none"> She should not write the key strengths that you possess by listing it. She can write it in cv/resume or just explained it on the body She should have written the date of the letter 	<ul style="list-style-type: none"> I am writing (this letter) to apply for the teacher position (which was) advertised in jobstreet.co.id
27.	Student 27	Complaint letter	<ul style="list-style-type: none"> The sender is not AON Furniture Inc. But AON Finance Co Ltd Put the account number AB123456 at the below of the sender 	<ul style="list-style-type: none"> Change → refund
		Application letter	<ul style="list-style-type: none"> Put the email, rach,anarif01@gmail.com Diminishing the sentence : “during my study, I experienced to be a debater and won several times in any contest of debating champion” because it is less effective to be put in the application letter “I used to write some short stories, poems, and articles that usually posted in newspaper such as Kompas, Media Indonesia, and Jakarta Post” the sentence should be written in the resume 	<ul style="list-style-type: none"> Handle → handled

28.	Student 28	Complaint letter	<ul style="list-style-type: none"> • Give a space between address and courtesy • Give a discount to the next purchasing • Put postal code after the city 	<ul style="list-style-type: none"> • Diminishing the sentence : I was very sorry for that happened
		Application letter	<ul style="list-style-type: none"> • Give a space between address and courtesy • Add “I saw your advertisement in Daily newspaper on . . • I complete my bachelor degree of . . . • Put the contact number • Mention skills with using effective sentence 	<ul style="list-style-type: none"> • Do not use fullstop after dear • I am very interested. . don't be shorten

Table 4.5 Description of Feedback Distribution in Revised Letter

NO	NAMA	TOPIC	NEGOTIATED ITEM	APPEAR IN REVISED PAPER
1.	Evi Hafizah Rahma	Complaint Letter	<ul style="list-style-type: none"> • Adding acknowledgment before apologizing expression • He is -> he was • My self -> myself • More -> only 	<ul style="list-style-type: none"> ✓ - ✓ ✓
		Application Letter	<ul style="list-style-type: none"> • Add the word “when” Working in non educational field, (when) I was • Add the sentence : I look forward talking to you • New environment and new people • Has (been) the most appealing offer • My self -> myself • Enclosure -> enclosing • I usually do sports, reading, dancing. . . -> i usually do sports, read novels and poems, and have write some of them myself 	<ul style="list-style-type: none"> ✓ ✓ ✓ - ✓ - ✓
2.	Hanna Tasya	Complaint letter	<ul style="list-style-type: none"> • T-shirt -> T-shirts • Product -> products • Experience -> experienced • You have already order -> you have already ordered • Stating the reference of order, code types of t-shirts • Adding sentence : so your order was exchanged with someone else 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓
		Application letter	<ul style="list-style-type: none"> • English teacher -> English teacher position • Stating when you get the information of that job • I was a private english teacher for elementary school. in my fourth semester, i was a private english teacher for high school students -> in my third and fourth semesters, I was a private. . elementary and junior high school students • Stating you enclose the letter with id card and certificates (based on the requirements) 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓
3.	Citra Mega Lestari	Complaint Letter	<ul style="list-style-type: none"> • Complaint letter must appeared gratitude expression before it explains the response 	<ul style="list-style-type: none"> ✓

			<ul style="list-style-type: none"> • Transaction -> purchasing • Grammar improvement such as: is -> was, etc. 	<ul style="list-style-type: none"> ✓ ✓
		Application Letter	<ul style="list-style-type: none"> • Adding complete address and postal code of the addressee at upper part of the letter • No abbreviation like I'm • Adding the complete information when you get the job vacancy 	<ul style="list-style-type: none"> ✓ - -
4.	Riska Gita	Complaint Letter	<ul style="list-style-type: none"> • Adding "thank you for your feedback, we will train our employees better to avoid such problems in future." • 10th -> 10th • Diminishing "th" on dates 	<ul style="list-style-type: none"> ✓ ✓ -
		Application letter	<ul style="list-style-type: none"> • put e-mail on the conclusion • diminishing little and small on children become toddlers • the letter had better explaining teaching experience at ABC Kindergarten 	<ul style="list-style-type: none"> ✓ ✓ -
5.	Siti Nurjanah	Complaint letter	<ul style="list-style-type: none"> • you ordered a new Television set Sony Bravia KD-84X9000 with high expectations of a good quality of sound and picture with a functional remote control, but our dispatch office sent the television with very poor quality of sound and bad quality of picture, also the remote control is not functioning properly → try to be straight to the point, says "what is wrong and why?" • Filling → complying • Your order (on March 4) dated 4th March 2015 • Fix the sentence become : It was our officer mistake, because he sent the television with very poor quality of sound and bad quality of picture, also the remote control is not functioning properly. • Apologies → apology 	<ul style="list-style-type: none"> - - - - -
		Application letter	<ul style="list-style-type: none"> • Putting postal code • I taught 8th grade in this school → I have worked as an English teacher for 8th grade 	<ul style="list-style-type: none"> - -

			<ul style="list-style-type: none"> • My students successfully awarded as First Winner → I have successfully guided my students to the first winner • Shorten “to provide you my sense of background I am enclosing achievements and resume” 	<p>–</p> <p>–</p>
6.	Lulu adalah fasya	Complaint letter	<ul style="list-style-type: none"> • Put the dates when we receive the letter, for example : “we have received your letter on . . .” • In the end of the sentence on the last paragraph, it should appear “please accept our apology that caused . . .” • Which was broken → which were broken • Company name does not use www. So use directly Qshirtholic 	<p>✓</p> <p>–</p> <p>✓</p> <p>–</p>
		Application letter	<ul style="list-style-type: none"> • Diminishing “It has been my lifelong dream to do something with for children • Adding UNJ • Adding of becoming after sentence I have the capability • I love children → I love them • For the playgroup teacher → for a playgroup • With for children, diminishing “for” • Explain what will I do to keep the children happy • Adding “you” before the word “advertised” • Mention the enclosure because it has not been mentioned at the body 	<p>–</p> <p>✓</p> <p>–</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>–</p> <p>✓</p> <p>✓</p>
7.	Dwi Laksana Bhakti	Complaint letter	<ul style="list-style-type: none"> • Ms. Greene → Ms Greene, no use fullstop • I am sorry about your problem that . . . → I am sorry about the problem that . . . • Adding comma after Sincerely • Adding “is” between it (is) because the superintendent . . . • Adding “is “ in he no longer . . . • Forget → forgot • In the first paragraph, there is a kata 	<p>–</p> <p>–</p> <p>–</p> <p>–</p> <p>–</p> <p>–</p> <p>–</p>

			<p>pengantar, for example: “thank you for your letter on March . . . regarding your order . . .”</p> <ul style="list-style-type: none"> • Give the next step, for example, you want to change the thing and give a discount in the next purcha 	–
		Application letter	<ul style="list-style-type: none"> • Adding (a) before english teacher postition • Adding name of the newspaper and the date of publishing • Recently, on newspaper that your school needs teachers for some subjects and levels • change the position, I am also enclosing my CV to provide you with some sense of my background • if you would like to call me for I will be available at any time to make an exam and interview, please inform me via e-mail at dimasaitu@gmail.com or contact me at 085697516982. I will be at your convenience. • . . . develop those → my • . . . in magazine of that → the • Incomplete address of the sender 	– – – – – – –
NO	NAMA	TOPIC	NEGOTIATED ITEMS	FEEDBACK APPEARED IN REVISED PAPER
8.	Arif Santoso	Complaint Letter	<ul style="list-style-type: none"> • No sender’s address • The date should be at left side • Some letters “i” should be capital 	– – –
		Application Letter	<ul style="list-style-type: none"> • No sender’s address • The dates should be at left side • The writing of the area should be capital in each word, Tegal alur → Tegal Alur 	– – –
9	Sonia Oktaviana	Complaint letter	<ul style="list-style-type: none"> • Need to say promise to the costumer like “I promise this problem will not happen again in the future” • You should give an offer like a discount or something as your apologize 	✓ –
		Application letter	<ul style="list-style-type: none"> • Do not put (so) before my english is fluent 	✓ ✓

			<ul style="list-style-type: none"> • (If you are interested with my background and my goal and want to discuss further) • We have to schedule our meeting since I am a little bit busy person (no needed to stated, because it makes you look arrogant or something like that) • Job → position • Teach → taught 	<p>✓</p> <p>–</p> <p>–</p>
10.	Adi Darmawan	Complaint Letter	<ul style="list-style-type: none"> • In the first sentence of the second paragraph should be stated an apologize statement • As we interviewed → as we investigated • Pick → picked 	<p>–</p> <p>–</p> <p>–</p>
		Application Letter	<ul style="list-style-type: none"> • I was involved as academic staff → I was a part of academic department • One of them should be changed 	<p>✓</p> <p>–</p>
11.	Kania Anisa	Application letter	<ul style="list-style-type: none"> • I was used to working with computers mainly operate using MS Office package applications such as, MS Excel, word, access, power point, outlook, internet, and specialized accounting software. (something goes wrong with the sentence but she doesn't know what it is, she just said that the sentence is weird.) • I am also able to work accurately, diligent, workmanlike, and even under-pressure. (it should be parralel) • I am a kind of a work hard person. → I am a kind of work people. 	<p>–</p> <p>✓</p> <p>✓</p>
12.	Anisa Ayu Parwati	Complaint letter	<ul style="list-style-type: none"> • thank you for becomes our loyal costumer • in March 8 → on March 8 • we sell our . . → got from import • the CD does have → had • put the name of the company in signature block • thank you for your letter and thank you for becomes our loyal customer → thank you for your letter and becomes our loyal costumer • put year in the dates • exchange → give 	<p>–</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>–</p> <p>✓</p> <p>✓</p>

			<ul style="list-style-type: none"> we refer to your letter in March 8, it is unnecessary sentence 	–
		Application letter	<p>“indeed, my major seems to not very suitable to your requirement, but I can assure you my capability in hard work.”</p> <ul style="list-style-type: none"> there is something missing in this sentence, because it does not show your credibility. If I was the H&M HRD, I will not hire you because you know the position you want is not in the same field with your major but why you still apply then? I know you mentioned that you have capability in hard work, but it is not enough otherwise, if you still insist to put your words, you can give additional experience which related to administrative staff or assisting staff proficiency → proficient 26 March, 2015 → March 26, 2015 Put the company address in inside address 	– – – ✓ ✓ –
13.	Hanasira Afifa	Complaint letter	<ul style="list-style-type: none"> Regarding to inappropriate the skirt's color that you have ordered To learn of the problems you experience 79V d with our product → for making you uncomfortable with the problems you experienced with our product The success of our shop → improve productivity RE : Response to Complaint, it should not be used again. To inappropriate → unexpected Providing → provide Our Costumer → our costumers Your complaint → your dissatisfaction . . replace that → . . replace the . . The right color that → . . the right 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

			<ul style="list-style-type: none"> color as same as How we can → our work to 	✓
		Application letter	<ul style="list-style-type: none"> Teacher requires fluent in English both written and oral, love children and teenagers, pleasant personality, energetic and creative, good communication and computer skill, maximum 30 years old, and experience in teaching or in the same position is an advantage. (do not write those sentences) Adding the word “the” between the words have and qualifications I consider myself that I have (the) qualifications as you want. Do not write that you meet the requirements’ company directly, but explain about your experience that show your ability related to the job’ criteria because company and school usually see your real ability Do not use the words “I have” Use the word “enclose” to be more convincing, “to provide you with my sense of background, I am enclosing a Please write the website According to the advertisement, the position of part time English teacher requires fluent in English both written and oral, love children and teenagers. .. → regarding to your advertisement, I think the position will be fit with me. Company → institution Do not use the word “soon” I consider that I → I believe that I have ability/skill. . . 	<ul style="list-style-type: none"> ✓ ✓ ✓ – ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ – – –
14.	Ira Mariana	Complaint letter	<ul style="list-style-type: none"> If you want to immediately send the complete book and also the voucher, I suggest you to write “we enclose the complete book as well as the voucher along this letter.” But if you want to send the complete book and the voucher, I suggest you to write : “we will send the complete one and the voucher into your address, 	<ul style="list-style-type: none"> – – ✓

			<p>please wait until March 20.”</p> <ul style="list-style-type: none"> • It may be → it is caused • With a complete one → with the complete one • Publishing books → books (Because it sounds you buy their publishing company, not the books) • . . our employees may be forgot to check. . • Also, we also send you a 50% discount. . . 	<p>✓</p> <p>–</p> <p>–</p> <p>–</p> <p>✓</p>
		Application letter	<ul style="list-style-type: none"> • As I am an English language student, • . . I have learned about each English skill deeply. . • As I am an English language student. . .until . . .public speaking Workshop from Universitas Pelita Harapan. (make the sentence more simple, at the second and the third paragraph, it mention skill. Those are combined between grammar and teacher skill. If you want to tell about creative writing and the workshop, it would be better by showing the certificates) • For five semesters → five semester • I have learned all skills • Give the explanation about learning basic grammar related to the job • I have do → I have done • Reach me at → contact me by phone at • Complete the gratitude expression, thank you for your time and consideration. • And I look 	<p>✓</p> <p>–</p> <p>✓</p> <p>–</p> <p>–</p> <p>–</p> <p>✓</p> <p>–</p> <p>✓</p> <p>–</p>

15.	Ranti Prahastanti	Complaint Letter	<ul style="list-style-type: none"> • she should write “Ref” before the salutation • she should write the reason why the sales promotion girl did the mistake. • She should add “s” in writing “shoes”, • “s” in writing “for the other order • Add “would” in writing “as our apology, we would give you 50% discount for the other orders.” • We have received your letter of August 13th → we have received your letter in August 13th • In regard to → regarding to 	<p style="text-align: center;">– ✓ – ✓ ✓ – –</p>
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		Application Letter	<ul style="list-style-type: none"> • she should mention the website of job vacancy • she should mention her contact number in the end of the application letter • she should give the evidence that proves me about trusted person 	<p>✓</p> <p>–</p> <p>–</p>
16.	Muni Ledia Astuti	Complaint letter	<ul style="list-style-type: none"> • the accuracy of her sentences • she must make a good relation to customer when she respond a complaint letter to avoid the clumsy in her letter. • The coherence in her letter 	<p>–</p> <p>✓</p> <p>✓</p>
		Application letter	<ul style="list-style-type: none"> • Coherence • Cohession 	<p>✓</p> <p>✓</p>
17.	Putri Marytha Setiadi	Complaint Letter	<ul style="list-style-type: none"> • At the closing part of the letter, it had better to be written apologizing expression about the service such as giving a discount to costumer to keep costumer’s trust 	✓
			<ul style="list-style-type: none"> • It should be explained what problem occurs, “regarding our product which do not meet your expectation” 	✓
			<ul style="list-style-type: none"> • Add the word “the” before the word “trouble” 	✓
			<ul style="list-style-type: none"> • Write the address briefly “RT/RW 004/011” 	✓
		Application Letter	<ul style="list-style-type: none"> • Inside the cover letter, choose one, CV or resume • Write the contact number so that it can be easy to call • After the word “apply” , it must appear the word “for” • Fascination → passion • She should explain what beneficial things 	<p>✓</p> <p>✓</p> <p>✓</p> <p>–</p> <p>–</p>
18.	Lestari Pratiwi	Complaint Letter	<ul style="list-style-type: none"> • Use Ref. Number after inside address 	–
			<ul style="list-style-type: none"> • . .So that, we will change. . → . . in light of this, we have decided to change. . 	✓
			<ul style="list-style-type: none"> • Please kindly wait till March → I will call you soon to check that this meets with your approval 	–
			<ul style="list-style-type: none"> • Thank you for your letter of March 08, 2015 . . . → we have your letter of March or we refer to your letter of March 	✓
			<ul style="list-style-type: none"> • I was sorry → I am sorry or I am very sorry 	–
			<ul style="list-style-type: none"> • We check → we have checked or we 	✓

			<p>checked or tested</p> <ul style="list-style-type: none"> • Give the reason why I gave her the unworked watch • Regarding my online shop product which did not meet your expectations → regarding to my product which is not exactly as your expectation • Use simple present tense rather than simple past tense • I was sorry to read of the issues that the battery of our Michael Kors product did not work very well → I apologize that battery does not work very well • After receiving your enclosure of the unworked watch, we check the battery on it → as the watch you have sent back to us and we did check the battery • Write the product without mentioning the brand “ new product of Michael Kors → the new watch exactly like you have ordered • I will send the new product to the address that you gave to me. it is unnecessary 	<p>–</p> <p>–</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>–</p>
	Application letter		<ul style="list-style-type: none"> • I am seeking for a job to develop my teaching experience → I am applying for English teacher position which you advertised in your website • I am currently an English teacher for elementary school at one of (school’s name) the elementary schools in Tangerang → I have worked as an English teacher in Ulul Ilmi study club and in Madrasah Ibtidaiyah Al-Karim in Tangerang • For that purposes • Lovely → loves • One of Ulul Ilmi study club • As well as competences → has comptence • I am currently an English teacher for elementary school at one of (school’s name) the elementary schools in Tangerang → I experienced teaching English in Ulul Ilmi study club and am currently an English teacher in Tangerang 	<p>✓</p> <p>–</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

			<ul style="list-style-type: none"> To convince the job vacancy reader, Syifa should write the requirements which she can meet regarding to her experiences (I started teaching English when I was in my third semester. Since then I enjoy working with children and support them in learning English. During my study I learned about academic presentation) 	✓
19.	Ninne Nuraida	Complaint letter	<ul style="list-style-type: none"> put the dates when the company reply the complaint letter give the reason why the food is not warm condition and the restaurant takes a long time to serve the food May, 21 2011 → May 21, 2011 Put the position “The Manager” at the upper of inside address Put the dates of sending the letter She should write the apology and improvement to better service 	✓ – – – ✓ –
		Application letter	<ul style="list-style-type: none"> Change the sentence: “I am very happy when I can see children learn something from myself” Change : “I have also experienced to do some presentation and to be a moderator in seminar” Telephone number → by phone at About job vacancy → regarding job vacancy Add full stop (.) in the sentence “I join an organization that requires me to be able to work in a team(.)” Make a new sentence after thefull stop Put the dates of the writing letter in the dates, in change to on choose one between CV and resume 	✓ – – ✓ ✓ ✓ ✓ – –
20.	Sri Dewi Cahyadi	Complaint letter	<ul style="list-style-type: none"> explain the problem of costumer add reference number run of → run out of put comma after “as our apology” our apology that → our apology for put comma after “thank you for being YSL costumers” 	✓ ✓ ✓ ✓ ✓ ✓
		Application letter	<ul style="list-style-type: none"> put comma after “Dear Ms. Janet” I am student → I am a sixth semester student 	✓ ✓

			<ul style="list-style-type: none"> • Put “I look forward to hearing from you” • Beside teaching English such as →beside capable in English I able to • I will be taking → I will take • Per week → in a week 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
21.	Ariska Putri	Complaint letter	<ul style="list-style-type: none"> • Thank you very much for your letter in March 4, 2015. It is better to put when the receiver receive that letter • We would like to extend the inconvenient caused by sending you the new black long chiffon skirt. It is better to put how long the skirt will be received to the costumer • It is better to put thank you very much for your letter in March 4, 2015 after firstly, and put then before we would like to apologize. . .or it is better not to put firstly in that letter • We would like to extend the inconvenient caused . . . we know that we need to assure you that we have taken the necessary steps to remedy this situation. It is better to put only one of those two sentences. The meaning is quite same that the owner will remedy the inconvenient 	<p>–</p> <p>✓</p> <p>–</p> <p>✓</p>
		Application letter	<ul style="list-style-type: none"> • it is better not to put “and two references” in the first paragraph. Let the receiver know that only in the second paragraph. After deleted the words and four references, do not forget to put and before my resume • the opportunity presented in this listing is very interesting, and I believe that my strong technical experience and education will make me a very competitve candidate for this position. The key strengths that I possess for success in this position include. It is better not to put my strong technical experience and education, since all the key strengths have already mentioned clearly after that • good time management is not written using article a 	<p>–</p> <p>–</p> <p>✓</p>

NO	NAME	TOPIC	NEGOTIATED ITEM	UPTAKES WHICH ARE APPEARED IN REVISED PAPER
22.	Yogie Nugraha	Complaint Letter	<ul style="list-style-type: none"> • in the beginning of the sentence, it should be written “thank you for your letter on Thursday, 13 March 2015 regarding your order LED TV VOTRE 24” SN74331 • at the sentence “we have investigated the situation” it should explain the situation occur • found that have problem in process delivery → found that there is a problem in process delivery • please send back your order and our company will replace your order with the same model → please send back your order andf our company will replace it with the same model • our company will give your CATV antenna amplifier as an apology → we would like to give you a CATV antenna amplifier as an apology for the problem we caused you • in the end of the letter, add gratitude expression of sending the letter so that it can get company’s productivity • thank you for your letter of Thursday → thank you for your letter on Thursday. 	<p style="text-align: center;">✓</p> <p style="text-align: center;">—</p> <p style="text-align: center;">—</p> <p style="text-align: center;">—</p> <p style="text-align: center;">—</p> <p style="text-align: center;">—</p> <p style="text-align: center;">—</p>
		Application Letter	<ul style="list-style-type: none"> • Jakarta, 463132 → Jakarta Timur, 463132 • I am currently on 6th semester English department → I am currently 6th semester English department • English for Kindergarten on Primary school → English for Kindergarten and Primary school • Interest → interested 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
23.	Muhammad	Complaint letter	<ul style="list-style-type: none"> • At the end of the second paragraph, 	<p style="text-align: center;">—</p>

	doddy		<p>add the sentence “we understand about your satisfaction”</p> <ul style="list-style-type: none"> • Thank you for your letter regarding your order . . . dated Wednesday . . • The letter are enough to explain about company’s mistake and make a promise to the costumer to solve the problem 	<p>✓</p> <p>✓</p>
		Application letter	<ul style="list-style-type: none"> • State University of Jakarta → UNJ • Teacher → teacher • Write the signature block • Each point must be given fullstop (.) • Put the telephone number at the below 	<p>–</p> <p>–</p> <p>–</p> <p>✓</p> <p>–</p>
24.	Susanti	Complaint letter	<ul style="list-style-type: none"> • We have your letter of (on) • Unawareness (who did not give the one that you ordered) • Give reference number if possible • Adding the sentence : “it is apparent that we need to train our employee to service the costumer better in the future” after first paragraph • Jakarta Timur should be (Jakarta Timur) • Please allow us to apologize (for the mistake we made) the mistake comes from 	<p>✓</p> <p>–</p> <p>–</p> <p>–</p> <p>✓</p> <p>✓</p>
		Application Letter	<ul style="list-style-type: none"> • I am writing to you to apply for the post at Jobsdb.com which was advertised on 26 March 2015 for want of teachers for kindergarten → I saw your advertisement on Jobsdb.com on March, 26 2015. I am writing for kindergarten’s teacher • If you can operate computer well, you can add the skill because the requirement include computer literate • I am writing to you to apply for the post at Jobsdb.com which was advertised on 26 March 2015 for want of teachers for kindergarten → I am writing to apply for the position of Kindergarten teacher which you posted at Jobsdb.com on March 26, 2015 • A degree → the bachelor degree of English 	<p>–</p> <p>✓</p> <p>–</p> <p>–</p>

			<ul style="list-style-type: none"> • I have also learned much from my courses (diminishing “much”) • The space between sincerely and name is less 	<p>–</p> <p>✓</p>
25.	Bella Putri Nastiti	Complaint Letter	<ul style="list-style-type: none"> • Uneffective statement (wordiness) • Adding promise like giving discount in the next order • The date • The choice of words 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
		Application Letter	<ul style="list-style-type: none"> • The choice of words • Date of the letter • Title of person 	<p>✓</p> <p>✓</p> <p>✓</p>
26.	Agnes Dirgantini Hakim	Complaint Letter	<ul style="list-style-type: none"> • After the words “our product” the comma should be omitted. You may write “thank you for the letter as it would improve our service/productivity in further time • The letter is clearly explained the response to the customer, you should have written the date of the letter • Thank you for your letter on december, 11 2011 regarding to one of our product(s) 	<p>–</p> <p>–</p> <p>–</p>
		Application Letter	<ul style="list-style-type: none"> • She should not write the key strengths that you possess by listing it. She can write it in cv/resume or just explained it on the body • She should have written the date of the letter • I am writing (this letter) to apply for the teacher position (which was) advertised in jobstreet.co.id 	<p>–</p> <p>–</p> <p>–</p>
27.	Andrian Kusnadi	Complaint Letter	<ul style="list-style-type: none"> • The sender is not AON Furniture Inc. But AON Finance Co Ltd • Change → refund • Put the account number AB123456 at the below of the sender 	<p>✓</p> <p>✓</p> <p>✓</p>
		Application Letter	<ul style="list-style-type: none"> • Diminishing the sentence : “during my study, I experienced to be a debater and won several times in any contest of debating champion” because it is less effective to be put in the application letter • “I used to write some short stories, poems, and articles that usually posted 	<p>✓</p> <p>✓</p>

			<p>in newspaper such as Kompas, Media Indonesia, and Jakarta Post” the sentence should be written in the resume</p> <ul style="list-style-type: none"> • Handle → handled • Put the email, rach,anarif01@gmail.com 	<p>✓ ✓</p>
28.	Ristya Ariyani	Complaint Letter	<ul style="list-style-type: none"> • Put postal code after the city • Diminishing the sentence : I was very sorry for that happened • Give a space between address and courtesy • Give a discount to the next purchasing 	<p>✓ – ✓ ✓</p>
			<ul style="list-style-type: none"> • Give a space between address and courtesy • Add “I saw your advertisement in Daily newspaper on . . • I am very interested. . don’t be shorten • I complete my bachelor degree of . . . • Put the contact number • Mention skills with using effective sentence • Do not use fullstop after dear 	<p>– – – – ✓ – ✓</p>
	Total Feedback	Complaint.... Application	<ul style="list-style-type: none"> • 	

No.	NAME	TOPIC	VOCABULARY		
			Academic	Content	Support
1.	Student 1	Complaint	-	-	More -> only
		Application	<ul style="list-style-type: none"> • Enclosure -> enclosing 	-	<ul style="list-style-type: none"> • Add the word “when” Working in non educational field, (when) I was • Add the sentence : I look forward

					talking to you <ul style="list-style-type: none"> New environment and new people
2.	Student 2	Complaint	Adding sentence : so your order was exchanged with someone else	--	--
		Application	<ul style="list-style-type: none"> English teacher - >English teacher position I was a private english teacher for elementary school. In my fourth semester, i was a private english teacher for high school students -> in my third and fourth semesters, I was a private. . elementary and junior high school students 	-	-
3.	Student 3	Complaint	-	Transaction -> purchasing	-
		Application	-	-	-
4.	Student 4	Complaint	-	-	-
		Application	diminishing little and small on children become toddlers	-	-
5.	Student 5	Complaint	Filling → complying	-	<ul style="list-style-type: none"> Fix the sentence become : It was our officer mistake, because he sent

					the television with very poor quality of sound and bad quality of picture, also the remote control is not functioning properly.
		Application	-	-	-
6.	Student 6	Complaint	-	-	-
		Application	-	-	<ul style="list-style-type: none"> • Adding “you” before the word “advertised • Adding of becoming after sentence I have the capability
7.	Student7	Complaint	-	-	<ul style="list-style-type: none"> • I am sorry about your problem that . . → I am sorry about the problem that . .
		Application	-	-	-
8.	Student 8	Complaint	-	-	-
		Application	-	-	-
9.	Student 9	Complaint	-	-	-
		Application	-	• Job → position	• Do not put (so) before my english is fluent
10.	Student 10	Complaint	<ul style="list-style-type: none"> • As we interviewed → as we investigated 	-	-
		Application	I was involved as academic staff → I was a part of academic department	-	-

11.	Student 11	Application	-	-	I am a kind of a work hard person. → I am a kind of work people.
12.	Student 12	Complaint	-	-	<ul style="list-style-type: none"> • exchange → give • we sell our . . → got from import
		Application	-	-	-
13.	Student 13	Complaint	<ul style="list-style-type: none"> • To inappropriate → unexpected 	<ul style="list-style-type: none"> • The success of our shop → improve productivity • Your complaint → your dissatisfaction 	<ul style="list-style-type: none"> • How we can → our work to • replace that → . replace the
		Application	I consider that I → I believe that I have ability/skill. . .	<ul style="list-style-type: none"> • Company → institution 	<ul style="list-style-type: none"> • Do not use the word “soon”
14.	Student 14	Complaint	<ul style="list-style-type: none"> • It may be → it is caused 	<ul style="list-style-type: none"> • Publishing books → books (Because it sounds you buy their publishing company, not the books) 	<ul style="list-style-type: none"> • Also, we also send you a 50% discount. • With a complete one → with the complete one
		Application	<ul style="list-style-type: none"> • As I am an English language student. . .until . . .public speaking Workshop from 		<ul style="list-style-type: none"> • Reach me at → contact me by phone at • And I look • For five semesters →

			Universitas Pelita Harapan. (make the sentence more simple, at the second and the third paragraph, it mention skill. Those are combined between grammar and teacher skill. If you want to tell about creative writing and the workshop, it would be better by showing the certificates)		five semester
15.	Student 15	Complaint	-		-
		Application	-	-	-
16.	Student 16	Complaint	-	-	-
17.	Student 17	Complaint			<ul style="list-style-type: none"> • Add the word “the” before the word “trouble”
		Application	Fascination → passion	-	-
18.	Student 18	Complaint	<ul style="list-style-type: none"> • So that, we will change. →. . in light of this, we have decided to change. • Please kindly wait till March → I will call you soon to check that this meets with your approval 	<ul style="list-style-type: none"> • Regarding my online shop product which did not meet your expectations → regarding to my product which is not exactly as your expectation 	<ul style="list-style-type: none"> • Thank you for your letter of March 08, 2015 . . . → we have your letter of March or we refer to your letter of March • I was sorry to read of the issues that the battery of our Michael

					<p>Kors product did not work very well → I apologize that battery does not work very well</p> <ul style="list-style-type: none"> • After receiving your enclosure of the unworked watch, we check the battery on it → as the watch you have sent back to us and we did check the battery • I will send the new product to the address that you gave to me. it is unnecessary
		Application	<ul style="list-style-type: none"> • I am seeking for a job to develop my teaching experience → I am applying for English teacher position which you advertised in your website 		<ul style="list-style-type: none"> • I am currently an English teacher for elementary school at one of (school's name) the elementary schools in Tangerang → I have worked as an English teacher in Ulul Ilmi study club and in Madrasah Al-Ibtidaiyah Al-

					<p>Karim in Tangerang</p> <ul style="list-style-type: none"> • For that purposes • As well as competences → has competence • I am currently an English teacher for elementary school at one of (school's name) the elementary schools in Tangerang → I experienced teaching English in Ulul Ilmi study club and am currently an English teacher in Tangerang
19.	Student 19	Complaint	0	0	0
		Application	Change : "I have also experienced to do some presentation and to be a moderator in seminar"		<ul style="list-style-type: none"> • Change the sentence: "I am very happy when I can see children learn something from myself" • Telephone number → by phone at • About job vacancy → regarding job vacancy

					<ul style="list-style-type: none"> in the dates, in change to on
20.	Student 20	Complaint	-	-	-
		Application			<ul style="list-style-type: none"> I am student → I am a sixth semester student Put “I look forward to hearing from you” Beside teaching English such as →beside capable in English I able to
21.	Student 21	Complaint	-	-	-
		Application	-	-	-
22.	Student 22	Complaint		<ul style="list-style-type: none"> please send back your order and our company will replace your order with the same model → please send back your order andf our company will replace it with the same model 	<ul style="list-style-type: none"> found that have problem in process delivery → found that there is a problem in process delivery
		Application	-	-	<ul style="list-style-type: none"> English for Kindergarten or Primary school → English for Kindergarten and Primary school
23.	Student 23	Complaint	-	-	-
		Application			<ul style="list-style-type: none"> State University of Jakarta →

					<ul style="list-style-type: none"> UNJ Teacher → teacher Write the signature block Each point must be given fullstop (.)
24.	Student 24	Complaint	-	-	<ul style="list-style-type: none"> Unawareness (who did not give the one that you ordered)
		Application		<ul style="list-style-type: none"> A degree → the bachelor degree of English 	
25.	Student 25	Complaint			The choice of words
		Application			The choice of words
26.	Student 26	Complaint	-	-	-
		Application	-	-	-
27.	Student 27	Complaint	<ul style="list-style-type: none"> Change → refund 	-	-
		Application	-	-	-
28.	Student 28	Complaint	-	-	<ul style="list-style-type: none"> Diminishing the sentence : I was very sorry for that happened
		Application	-	-	-
TOTAL LANGUAGE FEEDBACK			17	9	64
IN %			23%	13%	47%

