

# Customer Service Email

## Introduction

- **Level:** B1
- **Skills:** Reading
- **Topics:** Advertising and shopping
- **Merging subjects:** Management and Marketing

## The enigma

- **Keywords**

This enigma will require learners to read an email and act as shop assistants to retrieve a lost wallet in one of the coats placed around the room. All coats have a wallet in their pocket and each wallet is in the same color as the coat. Once they find the right coat and open its corresponding wallet, they will access the next clue.

- **Toolbox**

1 printed email or smartphone with the email open

Around 5 similar looking coats

A wallet with the next clue, fake ID card, and bank card

- **Description of the enigma**

The players find an email sent by a man named Patrick. Patrick describes a piece of clothing that he has sold to a second-hand shop called “Two Lives”. Unfortunately, he forgot to look in the pockets before he sold it and he has now lost his wallet. The players will read the email and try to find the piece of clothing he is talking about to retrieve his wallet.



# Customer Service Email

TEXT (to be presented in an email template):

From: [patrickspeaker@gmail.com](mailto:patrickspeaker@gmail.com)

To: [contact@twolives.com](mailto:contact@twolives.com)

Object: Wallet Lost in sold item

Dear Sir/Madam,

I am writing to you because two days ago I sold you one of my coats. Unfortunately, I forgot to check that the pockets were empty, and I suspect that my wallet is now in your shop. I cannot remember the reference number of the item I sold you, but I remember that it is a brown coat with faux fur and yellow buttons. The pockets have no fastenings. I therefore hope that my wallet has not fallen off.

Please let me know if you happen to find it. I am available to pick it up every day of the week in the late afternoon.

Yours faithfully,

Patrick

After finding this email, the players will look through the room to find Patrick's coat. Make sure you put several similar coats all over the room, each with a matching wallet filled with cards, so they have to search for the one described in the email. Once they find the coat, they will need to search the wallet in order to find the next clue on one of the cards. The next clue could be Patrick's birthdate on his ID for example.

ITEMS FROM THE WALLET:

An ID card

A bank card

The next clue



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## Hints

1. If the players are stuck after reading the email, tell them that they need to help Patrick find his wallet.
2. If the players are stuck when trying to find the right coat, you can give them a hint as to the right coat you have placed in the room (according to what it looks like).
3. If the players find the wallet without opening it, tell them to make sure it is Patrick's wallet so that they find the next clue.

## More information

### Possible restrictions

1. You might not have several similar coats to that described in the email. Feel free to create your own email with a different description of the coat you have chosen for this enigma.
2. The email should be written with the appropriate fonts for all learners, including those with Specific Learning Disorders. For example: Open Sans in size 12 and 1.5 line spacing.

