

CLASS OBJECTIVE: To be able to write a letter of reclamation and answer to the same.

**Concept A:**

Lettre de réclamation c'est écrit quand tu n'es pas satisfaite d'un produit ou d'une prestation ( ou un service) que tu as reçu.

Exemple:

Nom Prénom

Adresse complète

N° tél.

Nom de la société

Adresse complète

Fait à (Ville), le (Date).

Lettre recommandée avec accusé de réception

Objet : Demande de remboursement

Madame, Monsieur,

Par la présente, je viens vous adresser ma réclamation concernant (précisez l'objet de votre réclamation).

**QUESTION 1**

Which of the following is NOT a characteristic of a good leader?

**ANSWER**

- 1. Selfish
- 2. Humble
- 3. Empathetic

**QUESTION 2**

- 1. A leader should be someone who is naturally charismatic and confident.
- 2. A leader should be someone who is naturally outgoing and sociable.
- 3. A leader should be someone who is naturally assertive and decisive.

**ANSWER**

- 1. A leader should be someone who is naturally charismatic and confident.

**QUESTION 3**

Which of the following is NOT a characteristic of a good leader?

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**ANSWER**

- 1. Selfish
- 2. Humble
- 3. Empathetic

**QUESTION 4**

**QUESTION 1**

Which of the following is NOT a characteristic of a good leader?

**ANSWER**

- 1. Selfish
- 2. Humble
- 3. Empathetic

**QUESTION 2**

- 1. A leader should be someone who is always right and never wrong.
- 2. A leader should be someone who is always confident and never uncertain.
- 3. A leader should be someone who is always strong and never weak.

**QUESTION 3**

- 1. A leader should be someone who is always honest and never dishonest.

**QUESTION 4**

Which of the following is NOT a characteristic of a good leader?

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**ANSWER**

- 1. Selfish
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- 3. Empathetic

**QUESTION 5**

**QUESTION 1**

Which of the following is NOT a characteristic of a good leader?

**ANSWER**

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- 2. Humble
- 3. Empathetic

**QUESTION 2**

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**QUESTION 5**

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Which of the following is NOT a characteristic of a good leader?

**ANSWER**

- 1. Selfish
- 2. Confident
- 3. Humble

**QUESTION 2**

- 1. A leader should be able to inspire and motivate others to achieve their best performance.
- 2. A leader should be able to delegate tasks and responsibilities to others.
- 3. A leader should be able to communicate effectively with others.

**QUESTION 3**

- 1. A leader should be able to set a clear vision and direction for the organization.

**QUESTION 4**

Which of the following is NOT a characteristic of a good leader?

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**ANSWER**

- 1. Selfish
- 2. Confident
- 3. Humble

**QUESTION 5**