

A Read the letter of complaint and complete the gaps by putting the words in 1–9 into the correct order.

14 Meadow Crescent
Manchester
M11 2DE
6th August 2012

Customer Services Department
Perfect Holidays
Manchester M14 5TN

1 _____,

2 _____ a holiday I recently went on with Perfect Holidays.

My wife and I spent two weeks from 16th July at the Buena Vista Resort in Marbella; 3 _____
_____ our holiday is PH56342.

Firstly, the room we had was very dirty and did not have a sea view, 4 _____ when we booked the holiday. When we tried to explain this to the receptionist, he was extremely rude and refused to change our room.

5 _____. They served the same dishes every mealtime and the portions were very small, so we never felt full. A further disappointment was the evening entertainment.

6 _____ the hotel offered a wide range of entertainment, but in fact there was just one singer with a terrible voice, who sang the same songs every night.

7 _____ our bill for the holiday for your reference. 8 _____ you could either refund my money or offer us a free trip in the future.

9 _____ from you.

Yours faithfully

Peter Harrison

Peter Harrison

- 1 Madam / Sir / Dear / or
2 complain / am / about / to / I / writing
3 reference / the / for / booking
4 for / we / although / this / extra / paid
5 food / problem / the / another / was

- 6 brochure / that / your / stated
7 enclosing / of / I / copy / a / am
8 very / I / if / grateful / be / would
9 to / hearing / look / I / forward

B You have just come back from a terrible holiday. Write a formal letter to the holiday company, using the writing plan below.

Introduction Say when and where you went. Give the booking reference.

Main body Explain in detail what the problems were.

Conclusion Tell the company you are sending a copy of your bill. Tell them what you want them to do.

Use the letter above to help you and remember to follow an appropriate format. Your letter should be 120–150 words.

5G A letter of complaint

Aims To review and practise expressions and form appropriate for formal letter writing

Time 15 minutes + extra time to write a letter

Materials 1 handout for each student

- Tell students to imagine they have just returned from holiday and are very disappointed and upset. Explain that their hotel was dreadful. Brainstorm ideas why the hotel was so bad.
- Give each student a copy of the handout and ask them to read the letter very quickly and identify which problems Peter had.

ANSWER KEY

- 1 The room was dirty and didn't have a sea view.
- 2 The receptionist was rude.
- 3 The food was the same every day and there wasn't enough.
- 4 The entertainment was very bad.

- Now ask students to read the letter carefully and complete task A.

ANSWER KEY

- 1 Dear Sir or Madam
- 2 I am writing to complain about
- 3 the booking reference for
- 4 although we paid extra for this
- 5 Another problem was the food. / The food was another problem.
- 6 Your brochure stated that
- 7 I am enclosing a copy of
- 8 I would be very grateful if
- 9 I look forward to hearing

- Check the answers and review formal letter writing format, e.g. by reminding students where to write the addresses and date, by eliciting what greetings to use if you know the person's name, by pointing out paragraphing and content.
- In task B students plan and write their formal letter, either in class or as a homework task.