



WRITING | Letter of complaint

1 In pairs, look at the photo and answer the questions.

- Where are the couple? What are they doing?
- How do you think they are feeling? Why?

2 **CD2.29** In your opinion, what is the best way to complain about bad food/service? Choose from the ideas below. Then listen and check what the couple decide to do.

- Write a letter asking for a refund/an apology/compensation
- Contact the media/local newspaper
- Write a negative review on the Internet

3 Read the letter of complaint and answer the questions.

- What are Declan's two complaints?
- What two suggestions does he make to the restaurant to improve its service?
- What two things does he want from the company as compensation?

4 In pairs, look at Declan's letter again and match paragraphs 1-4 with their contents a-d.

- Suggestions about how the company can improve its service.
- The reason for writing.
- What went wrong and the problems it caused you.
- The type of compensation you expect.

5 Match the underlined expressions in Declan's letter with ideas 1-4.

- there was also another problem
- something went wrong/was disappointing
- you expect the company to write back to you
- you refuse to tolerate the situation

A
I believe I should receive ¹ _____ refund for £5.60. I enclose ² _____ receipt from March 2nd and I look forward to your reply.

B
Unfortunately, when I tried to eat my sandwiches at lunchtime, I found they were completely inedible. Later, at home I noticed ¹ _____ sell-by date of ² _____ cheese was February 9th, over three weeks ago.

C
Dear Sir/Madam

D
To make matters worse, I also noticed that ¹ _____ carton of milk and ² _____ yoghurt were also past their sell-by dates.

E
Yours faithfully

F
I am writing to complain about ¹ _____ freshness of some of the products which you sell in your supermarkets.

G
I think that you should check that there are no other out-of-date food products in ¹ _____ store. It is unacceptable that you have dairy products on sale that are several weeks past their sell-by dates.

H
Last Saturday (March 2nd) I bought ¹ _____ tube of 'Tuba Cheese' from ² _____ Harrow Road branch of your supermarket. I used ³ _____ cheese this morning to make sandwiches for my packed lunch.

2

6 Study **Train Your Brain**. Then quickly read letter 2 and in pairs put sections A-H in the correct order 1-8.

TRAIN YOUR BRAIN | Writing skills

Letter of complaint

- In the first paragraph give your reason for writing. (*I am writing to complain about ...*)
- In the next paragraph, say what went wrong and mention the problems you had. (*Unfortunately ... / To make matters worse ...*)
- In a new paragraph, give suggestions about how the company can improve its service (*I feel that you should improve/change/make sure/check ... / It's unacceptable that ...*)
- At the end say what you want the company to do as compensation. (*I believe I should receive a refund for .../an apology*)
- Start/end your letter in a formal way. (*Dear Sir/ Madam, I look forward to your reply, Yours faithfully*)

7 How would you say the highlighted words in letter 2 in your language? Use a dictionary to help you.

Work it out

8 Study rules 1 and 2 and choose the correct words 1-7 in the examples. Then complete the gaps in letter 2 with *a/an* or *the*.

Articles with singular countable nouns

- We use **a/an** when we are talking about one person/thing for the first time. But when we mention the same person/thing again we use **the**.
We ordered ¹ *a / the* sandwich and ² *a / the* hamburger. ³ *A / The* sandwich was stale and ⁴ *a / the* hamburger was cold.
- We also use **the** when it is clear from the context that we are talking about one specific person or thing.
⁵ *A / The* girl who answered ⁶ *a / the* phone said ⁷ *a / the* manager wasn't there.

9 Read the situation and write a letter of complaint, taking care with articles and using **Train Your Brain** to help you.

You invited a friend/partner to a rather expensive restaurant with a very good reputation. The food was excellent but the service was terrible.

Write a letter of complaint to the restaurant manager in which you:

- say why you are writing and mention when you visited the restaurant
- explain how the waiter ignored you for forty minutes and how you and your friend/partner were very disappointed
- mention that the music was too loud and that there was a mistake in the bill
- make a suggestion about what the manager should do and ask for an apology

