

2 Read the instructions and the model letter below and find the topic sentence of each paragraph. Then, underline any phrases which you feel are too informal for a letter of this kind, as in the example. (The numbers in circles indicate the lines which contain the informal phrases.) Replace these with the phrases from the list below.

- a) compensate me for, b) otherwise I will be forced to, c) I am writing to express my extreme dissatisfaction with, d) I insist that you, e) Despite my objections, f) Having no other alternative, g) I therefore request that you, h) Contrary to what I had been told

You recently hired a car for a part of your holiday. However, there were several problems with the arrangements. Write a letter of complaint to the manager/manageress explaining the problems and requesting compensation.

Dear Sir/Madam,  
 ① I'm writing this because I'm really upset about the service I received when I rented one of your cars on 20th July.

Firstly, I had specifically requested a four-door model. However, I was given a smaller two-door version which, apart from being too small for ② my needs, was clearly in need of extensive repair. I moaned about it but your employees informed me that it was the only car available and ③ assured me that it was in perfect order. I couldn't do anything else, so I accepted the vehicle.

④ Although they said there weren't, there were, in fact, several things wrong with the car. Despite the fact that I had driven it for only one hour, I was forced to stop when the engine showed signs of overheating. Having added two litres of water to the radiator, I was able to continue, although during the course of my journey a knocking sound from the engine became increasingly persistent and the windscreen wipers stopped working.

My subsequent journey was most uncomfortable. Not only did I have the worry of driving a car which was not roadworthy, but I also had to stop on three occasions to refill the radiator. Finally, I had no choice but to leave the car at your Oxford branch and continue my journey using public transport.

I feel that your employees acted irresponsibly in issuing a car which was not safe to drive, and I believe I am entitled to compensation for ⑤ the interruption to my holiday. So I want you to send me the sum of ⑥ £200 to cover the cost of my train ticket and to make me feel better after the distress I was forced to suffer as a result of your negligence.

⑦ You'd better give this matter your urgent attention, or else I really ⑧ will have to take legal action.

Yours faithfully,  
 S. Mallison  
 Mr S. Mallison

**Linking Words**

Complaints and justifications can be linked together as follows:

I purchased the camcorder only a month ago **but** the rewind button does not function properly.

I purchased the camcorder a month ago. **Nevertheless, / However,** the rewind button does not function properly.

The rewind button does not function properly **in spite of / despite the fact that** I purchased the camcorder only a month ago.

**Although / Even though** I purchased the camcorder only a month ago, the rewind button does not function properly.

3 Match the complaints and justifications below, then join them using appropriate linking words/phrases.

**Complaints**

- 1 The goods we ordered have not been received yet.
- 2 Our wooden floors have become dull.
- 3 The batteries died after a few hours.
- 4 The hotel was an hour's drive from the beach.
- 5 The film was too long and very boring.
- 6 The knife became blunt after only a month's use.
- 7 The mascara made my eyes water.
- 8 My daughter's watch stopped after she swam with it on.

**Justification**

- a The label on the packet claims they are long-lasting.
- b We were told they would not lose their shine.
- c They were shipped a month ago.
- d We were told it was within walking distance.
- e The manufacturer claims it is hypoallergenic.
- f The trailer said it would keep me on the edge of my seat.
- g The package label states that it is waterproof.
- h You said it was guaranteed to stay sharp for five years.

4 Read the instructions and model letter, and complete the paragraph plan on the right, identifying the topic of each paragraph. Then, fill in the blanks in the letter with the words and phrases below, as in the example. Some of the words can be used more than once.

*in the meantime, therefore, not only ... but also, while, nevertheless, thus, furthermore, as a result, although, since*

You are a regular customer of a local restaurant. The last time you ate there, however, you felt that the standards had dropped slightly. Write a letter explaining why you were disappointed and suggesting what could be done to improve the situation.

Dear Mr Seward,  
 It is with regret that I feel I must write to express my disappointment at the quality of food and service I received at your restaurant yesterday evening.

(1) ..... your food is usually of a very high standard I felt that, on this occasion, the meal left a lot to be desired. The preparation and presentation seemed hurried and careless. (2) ....., neither my guest nor I felt inclined to finish our meal.

(3) ....., the service was not what I have come to expect from your establishment. Our waiter was rather inattentive and slow, (4) ... **not only** ... in taking our order ... **but also** ... in bringing the dishes. (5) ..... the reason for my visit was to entertain a client, I was somewhat disturbed at the apparent fall in standards. On the basis of my previous experience of your restaurant, I had promised my guest an especially memorable dinner, and was (6) ..... deeply embarrassed to be proved entirely wrong.

Might I suggest that, as the manager, it would be advisable for you to oversee the preparation of food personally. (7) ..... I realise the work involved in running a restaurant is very demanding, I (8) ..... feel that the standard of the food served is of utmost importance. I would recommend, (9) ....., that you give this matter your urgent attention.

Regarding the service, I would suggest that you speak to the waiter concerned to ensure that other customers are not similarly inconvenienced. This would help your restaurant maintain its well-deserved reputation. I look forward to hearing from you as soon as possible. (10) ....., I hope you will take my comments into consideration.

Yours sincerely,  
 P. A. Hogan  
 P.A. Hogan

\* **Introduction**  
 reason for writing

\* **Main Body**

- \* .....
- \* .....
- \* .....
- \* .....

\* **Conclusion**

- .....
- .....

