

Name :

Eng.302 Module 11 Culture

Lesson (5) Writing skill (Formal Letter)

Letter Of Complaint (Service)



Fill in gaps with the suitable word from the list :

AL Gazera Airlines

P.O.Box 778,

Manama .

P.O.Box 553

Hamad Town,

Bahrain .

15th April 2022

Dear / Sir ,

I am writing to express my 1)..... with the bad service on your airlines. I was one of the unlucky passengers to travel on flight number 452A from Bahrain to London . I 2) a copy of the ticket

In your advertisement you claim that it is a direct flight with hot meals , business class ,3) service and different means of entertainment .However , I did not find my seat in the business class . 4).....,the flight spend three hours 5)..... in Dubai. In addition, the food was very 6) and cold . I cannot tell you how fed up I was with cartoon films that seems to be the most amusing in your flights . The last 7)..... came when I did not find my luggage at London airport

I went to AL Gazera Airlines office in London to complain about my lost luggage but the staff there were so 8) that they only filled in a form and said indifferently that they will call me as soon as they find it.

This is really not what I would expect from a reputable company like yours . Unless you are prepared to offer me some form of 9) for my lost luggage , I will take a 10)..... action.

I look forward to hearing from you soon

Your faithfully , Fahd Ahmed

- Spicy
- Moreover
- irresponsible
- legal
- disappointment
- compensation
- enclosed
- Straw
- premium
- transit