Letter of complaint

1) Order the fragments of the numbers.
2) Complete with the words:

booking **power outlets** **connection** **faithfully** **reservation** **air conditioning** **writing** **information** **hearing** **compensation** **confirmation** **destination** **applying**

I am _____ to complain about my train journey with Great Eastern on Sunday 20 July.

I feel strongly that I deserve _____ for this deeply unsatisfactory journey. Firstly, I suggest that your online _____ system be reviewed, as there are clearly problems. Secondly, there should be more information and help for passengers when problems occur. Finally, I request that there be bottled water available in extremely hot conditions.

Simon Harding

I am _____ for a refund for my journey. I look forward to _____ from you.

I booked a return ticket, reserved seats through your website and received _____ of the booking. However, when I boarded the train, my seat was already occupied by someone with the same _____. I therefore had to stand for 45 minutes. To make matters worse, there was a delay in the departure of the train, but we were given no _____ about this. We were held up for 35 minutes, which resulted in me missing my _____ and losing my second seat reservation. I therefore waited for the next train. However, the _____ was not functioning in this train, and it was a very hot three-hour journey. There was no apology at any point.

Dear Sir or Madam,

Yours _____,

LIVEWORKSHEETS