



Writing 8a – Objective 2: Recognise and use appropriate language in an email/letter of complaint.

**Instruction** : Choose the correct option.

**1.** Which phrase is commonly used to start a letter of complaint?  
2 POINTS

- (A) Thank you for your prompt response
- (B) I hope this message finds you well
- (C) I am writing to express my dissatisfaction

**2.** Which phrase shows what the customer wants the company to do?  
2 POINTS

- (A) Thank you for your understanding
- (B) Please let me know if I can be of further assistance
- (C) I would appreciate a refund or replacement

**3.** Is using formal language important in letters of complaint?  
2 POINTS

- (T) True
- (F) False

**4.** Which phrase shows dissatisfaction politely?  
2 POINTS

- (A) I cannot stand this
- (B) This is the worst thing ever
- (C) I am very disappointed with

**5.** What is a suitable closing phrase for a letter of complaint?  
2 POINTS

- (A) Looking forward to hearing from you soon
- (B) I hope for a prompt resolution to this matter
- (C) Catch up soon