

Task 1.**Preparation task**

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary

1. a prescription
2. dismay
3. a pharmacy
4. to call for something
5. to take steps to do something
6. to bring something to someone's attention
7. an overdose
8. on duty

Definition

- a. a strong feeling of disappointment or worry
- b. a shop that sells medicine
- c. a piece of paper from a doctor that says what medicine you need
- d. to demand or ask for something
- e. an amount of a medicine or drug that is dangerous for a person
- f. at work; doing work
- g. to inform someone of something
- h. to take action to achieve a particular result

1	2	3	4	5	6	7	8

Task 2.

Match the sentences (1–6) with the parts of the email (a–f).

Sentences

1. Yours faithfully,
2. I have been a regular customer of your shop for many years.
3. I would like a refund of the difference as soon as possible.
4. Dear Sir/Madam,
5. I am writing to express my dissatisfaction at the service I received.
6. After leaving your shop today, I realised I had been charged £100 instead of £10.

Parts of the email

- a. greeting
- b. introducing your reason for writing
- c. background information
- d. what went wrong
- e. what you'd like to happen
- f. closing

1	2	3	4	5	6

Task 3 .

Write the sentences in the correct group.

I trust that you will replace the item.	There is an error in the bill.	I would be grateful if you could look into the matter.
There seems to be a problem with the battery.		The delay was unacceptable.
When I checked the item, I found that it had been damaged.	I must insist on a full refund.	I hope you can take steps to make sure this does not happen again.

What went wrong	What you'd like to happen
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1.	5.
2.	6.
3.	7.
4.	8.

Task 4.

begin finally faithfully discount so misleading because complain
forward above but attention point refund advertisement

Dear Sir/Madam,

I feel I must _____(1) about the lunch we had at your restaurant on Thursday 17th December. Unfortunately, both the food and the service were not satisfactory.

To _____(2) with, the dishes we ordered were inedible _____(3) of heavy seasoning. There was _____(4) much salt and pepper on the food that it was impossible to eat the whole meal.

I must also _____(5) out that your advertisement was _____(6) as there were only two vegetarian dishes on the menu.

_____(7), when we asked for the bill, we were surprised at the staff's ignorance of the 10% _____(8) for group bookings. Again, this was something highlighted in your _____(9). We could have made a fuss about it, _____(10) we decided not to.

Considering all the _____(11), I believe I am entitled to a partial _____(12). I am confident that this matter will receive your prompt _____(13). I look _____(14) to hearing from you.

Yours _____(15),