

Look at this formal letter and number the parts of the letter given on the right to match the gaps.

Yours faithfully    Mark Brown    Dear Sir or Madam,    15th July 2021

17 Green Close    Lee Electronics  
Birmingham    35c Broad Street  
GN55 7TY    Birmingham

1

3  2

4

(a) I am writing to complain about a mobile phone that I bought from your shop in Broad Street last week.

(b) Although the quality is excellent, the instructions on the screen are in Chinese and I can't understand them.

(c) I am returning the mobile phone with this letter. I would be grateful if you could repair the fault or replace the mobile phone.

I look forward to hearing from you.

5

6

Read the letter of complaint and complete the gaps by putting the words in 1-10 into the correct order.

- |  |  |
|--|--|
| 1. Madam / Sir / Dear / or                   | 2. complain / am / about / to / I / writing          |
| 3. reference / the / for / booking           | 4. absence / desk / lengthy / from / reception / the |
| 5. for / we / although / this / extra / paid | 6. food / problem / the / another / was              |
| 7. brochure / that / your / stated           | 8. like / refund / a partial                         |
| 9. very / would / I / if / grateful / be     | 10. to / hearing / look / I / forward                |

Customer Services Department  
Paradise Holidays  
Manchester K35 8FR

1. \_\_\_\_\_

2. \_\_\_\_\_ a holiday I recently went on with Paradise Holidays.  
My family and I spent two weeks from 14<sup>th</sup> May 2021 at the Calton Hotel in Navellia;

3. \_\_\_\_\_ our holiday is BN77123.  
First of all, on our arrival, there was nobody to greet us and when, after a 15 minute wait, we finally booked in, and the girl was sullen and unhelpful and made no apology for her

4. \_\_\_\_\_

My second complaint concerns the room we had. It was very dirty and did not have a sea view,

5. \_\_\_\_\_ when we booked the holiday. When we tried to explain this to the receptionist, she was extremely rude and refused to change our room.

To make matters worse, 6. \_\_\_\_\_. They served the same dishes every mealtime and the portions were very small, so we never felt full.

Finally, I would like to draw your attention to the evening entertainment which was a further disappointment.

7. \_\_\_\_\_ the hotel offered a wide range of entertainment, but in fact there was just one singer with a terrible voice, who sang the same songs every night. All this has spoiled what should have been a wonderful holiday. Therefore, I would

8. \_\_\_\_\_

I suggest fifty per cent of the cost of the holiday. 9. \_\_\_\_\_ you could do it.

10. \_\_\_\_\_ from you.

Yours faithfully,



Samuel Morrison