TASK ONE

QUESTION:

You recently took a holiday organized by a travel agent, but the standard of the accommodation was very poor. You feel misled by your travel agent because their advertisements made false or misleading claims about the hotel, the location, the city, etc. Write an email to the company outlining the problems you experienced with the accommodation and the action you want them to take.

ANSWER:

Hi Sir/ Madam,

I want to say my dissatisfaction with a holiday organized by FTN Funscapes.

The first point, your advertisement promised a "quiet three-star hotel" whereas in fact it was of poor quality. Not only was it noisy, but also far from the city centre. I had to walk half an hour to get to the closest shopping area. Your advertisement said that Niteghtown "has so much to offer", and I was not able to see the museums and art galleries, due to the point that they were only open one day. However, all the shops were disappointing since they all sold the same things.

You also told that the area had the cheapest price on souvenirs. That was not the case. The cheapest item they had was a lighter at RM15. It that's cheap for you, I dread to think want you consider to be expensive.

Last, you said the journey would be "quiet and easy". However, it was a complete disaster as we

arrived home 5 hours later than was expected.

Then, I wanted a refund half of the cost of the holiday in compensation for all my trouble and disappointment

I hope this thing will receive your immediate attention.

Best regards,

Jannah

LIVEWORKSHEETS

Rewrite the following sentences to make them formal email.

1. Hi Sir/ Madam, (Answer: _____)

2. I want to say my dissatisfaction with a holiday organized by FTN Funscapes.
   (Answer :_____)

   The first point, your advertisement promised a "quiet three-star hotel" whereas in fact it was of poor quality. (Answer : _____,
   _____)

3. Your advertisement said that Niteghtown "has so much to offer", and I was not able to see the museums and art galleries, due to the point that they were only open one day.
4. (Answer:

   _____

   _____).

5. However, all the shops were disappointing since they all sold the same things. (Answer:
   _____)

6. You also told that the area had the cheapest price on souvenirs (Answer:
   _____)

7. Last, you said the journey would be "quiet and easy". (Answer:
   _____)

8. Then, I wanted a refund half of the cost of the holiday in compensation for all my trouble and disappointment. (Answer:
   _____)

9. I hope this thing will receive your immediate attention. (Answer:
   _____)

10. Best regards (Answer: _____)

LIVEWORKSHEETS

TASK TWO

Question:

You have just received an email from your English-speaking friend, Jo

From : Jo

HI,

You know I've joined my local swimming team- well I love it! We train every Tuesday and Thursday after school. Now my parents want me to go to an extra maths class on Tuesdays, so I won't be able to swim then. How do you think I can persuade them to change their minds?

Write soon,

Jo

Answer:

Dear Jo,

I am writing in response to your news! I estimate you are swimming like a fish. Do you remember when we were kids and we made a few races in Angy's pool?

I understand why you are trying to persuade them and remember that they want your best. If I were you firstly I would try to talk with your swimming coach and ask him about the possibilities of training another day. Additionally, if the answer would have been negative I will try to do the same with your future math teacher. I am sure that everyone knows the importance of practicing sports while studying. Notwithstanding they will find a solution.

If everything doesn't happen as you and I expect I ensure that your parents don't be mad with your decision. They are giving their best! Put your education in frond place. Opportunities to swim you will have a lot during your life. To summarise, you can come to Barcelona and try to catch me in the pool.

I look forward to hearing from you

Sani

LIVEWORKSHEETS

Rewrite the following sentences to make them formal email.

1) Dear Jo (Answer:_____)

2) I am writing in response to your news (Answer: _____)

3) I understand why you are trying to persuade them and remember that they want your best. (Answer:_____
____)

4) Additionally, if the answer would have been negative I will try to do the same with your future math teacher
(Answer:_____
_____)

5) Notwithstanding they will find a solution. (Answer: _____)

6) If everything doesn't happen as you and I expect I ensure that your parents don't be mad with your decision
(Answer:_____
_____)

7) Opportunities to swim you will have a lot during your life.
(Answer: _____)

8) To summarise, you can come to Barcelona and try to catch me in the pool.
(Answer: _____)

9) I look forward to hearing from you (Answer:_____)

LIVEWORKSHEETS