D. WRITING

A letter of complaint

ENGLISH FOR TODAY CENTRE

731 VAN XUAN STREET - HANOI
Telephone: (04) 9.988666
Fax : (04) 9.988667

- **Native teachers ONLY**
- **NO more than 20 students per class**
- **FREE books and cassette tapes**
- **ALL air-conditioned rooms**
- **5:30 p.m. - 8:30 p.m.**

Task 1. After studying for two weeks at English for Today Centre, you notice that everything is worse than what the advertisement says. A friend of yours wants to know about the centre and you tell him/her the facts.

Work in pairs. Complete the dialogue below.

A: Are you happy with your study at English for Today Centre?

B: No, (1)_____.

A: Are all the teachers native speakers?

B: No, (2)_____.

A: The advertisement says there are no more than 20 students in a class. Is that true?

B: No, (3)_____.

A: Do you get free books and cassette tapes?

B: No, (4)_____.

A: What about the classrooms? Are they air-conditioned?

B: No, (5)_____.

LIVEWORKSHEETS

A: What don't you like most about the centre?

B: It's the time. They say the class time is from 5:30 p.m. to 8:30 p.m. but (6)_____.

A: Well, everything is different from what the advertisement says. What are you going to do?

B: I am going to write a letter of complaint to the director of the centre.

Task 2. Using the information from the dialogue in Task 1, complete the letter of complaint below.

53 Ho Xuan Huong Street
Hanoi - Vietnam

The Director
English for Today Centre
731 Van Xuan Street
Hanoi - Vietnam

22nd February, 2006

Dear Sir,
I am writing to complain about the poor quality of the service at your centre. Everything seems to be worse than what you say in the advertisement.

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To resolve the problem, I require you to give me a refund. Enclosed is a copy of the receipt.
I look forward to hearing from you and to getting a quick resolution of this problem. Please contact me at the above address or by phone at (04) 7.222999.

Yours faithfully,
Do An Duc

LIVEWORKSHEETS