

Sector 17
Vashi
New Bombay

The Manager
Modern Restaurant
Sector 23
Vashi

6 July 2010

Dear Sir / Madam,

I am writing to complain about a meal we had in your restaurant yesterday.

We had booked a table for six but when we arrived there were no free tables and we had to wait for more than 45 minutes to sit down.

From a menu of 12 dishes, only four were available and their quality was poor. The fish, in particular, tasted awful and the waiter was rude when we told him about this.

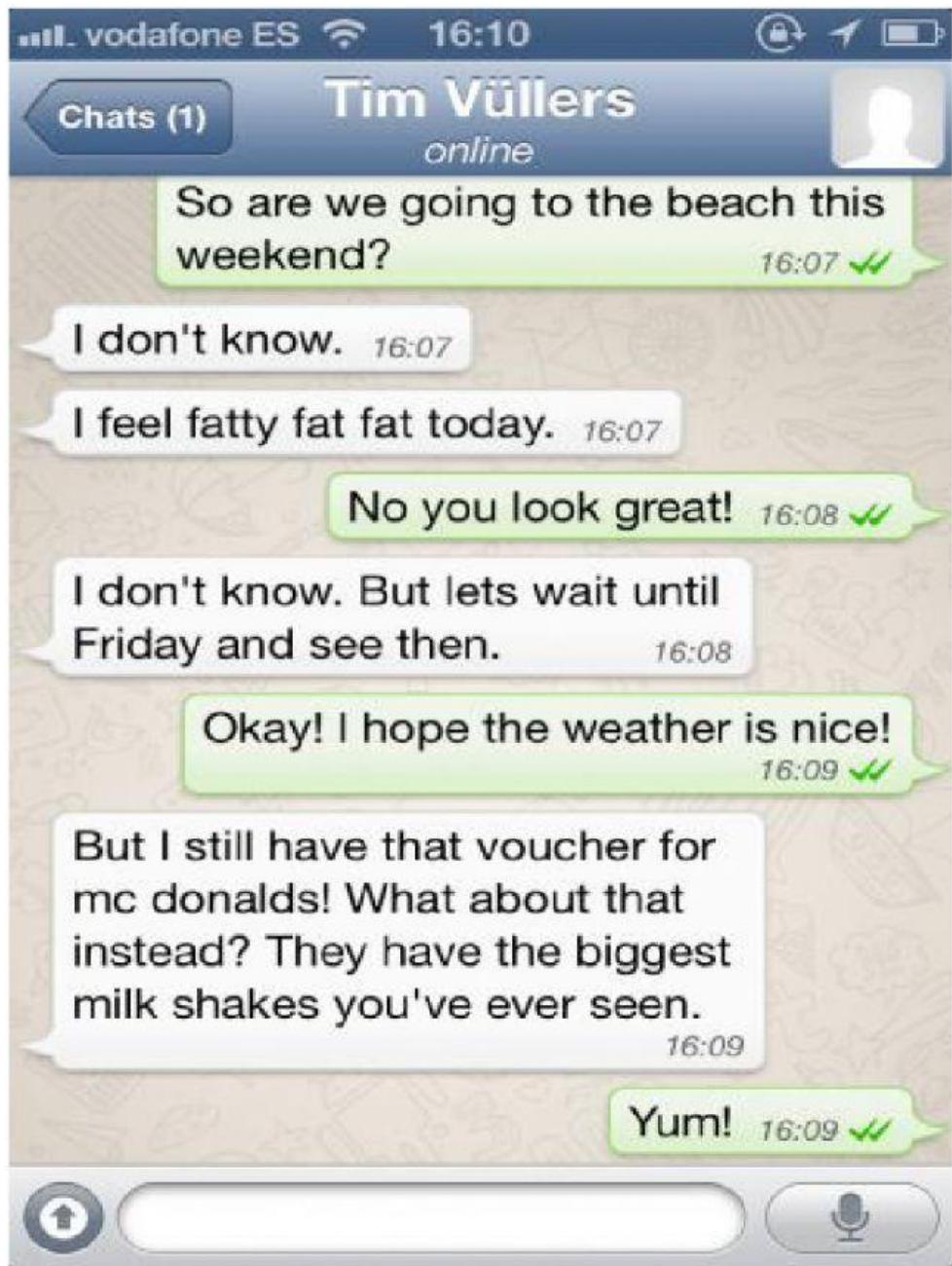
We have eaten in your restaurant several times in the past but this is the first time we have received such bad treatment. I am not asking for a refund but I would like you to improve the quality of your dishes and service.

Yours faithfully

(Handwritten signature)

Ravi Menon

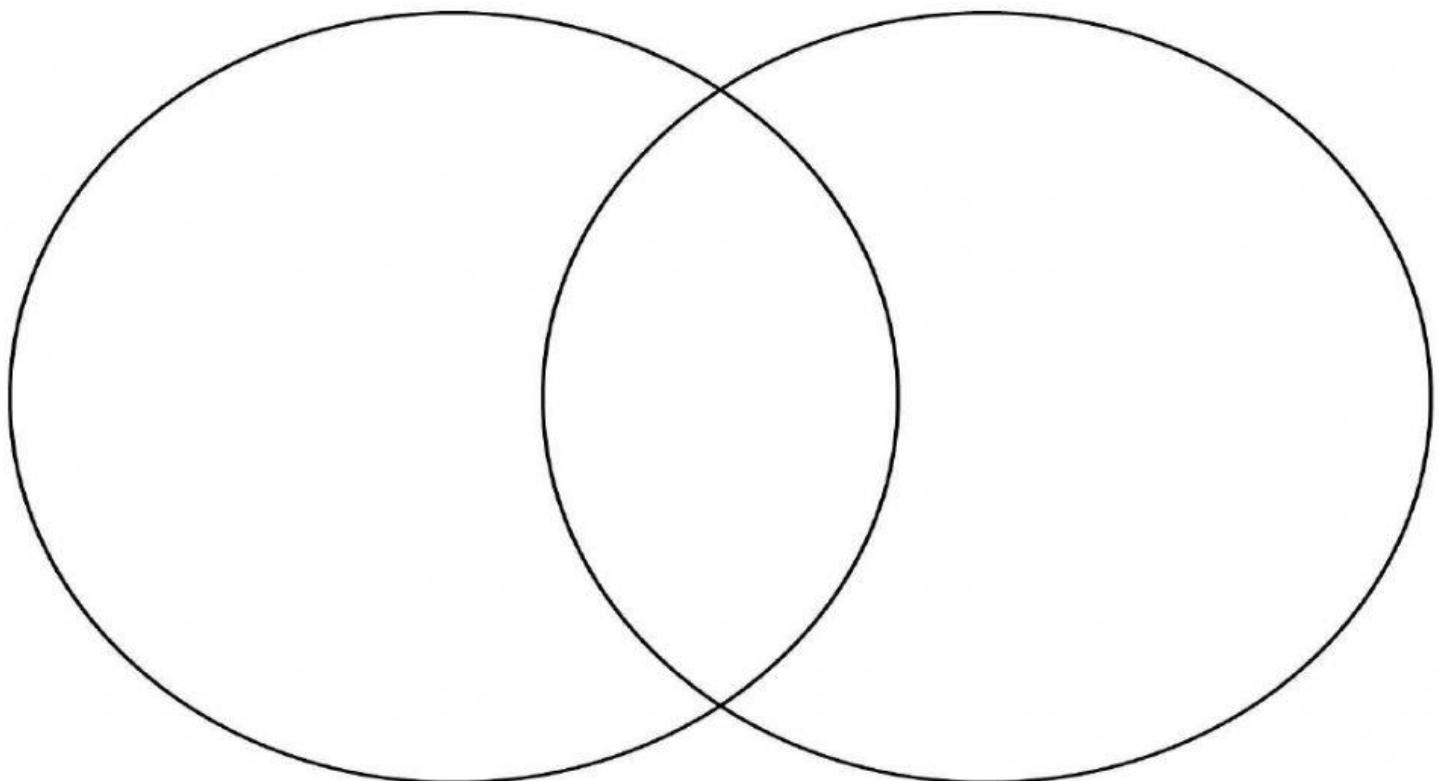
Text A



Text B

Text A

Text B



1. How would you change the register of Text B to make it more formal?

2. Recreate text A into an informal version.