A LETTER OF COMPLAINT – USE OF ENGLISH

You are going to read a letter of complaint. Some words are missing from the text. Your task is to choose the most appropriate word from the list (A-L) for each gap in the text. Write the letter of the appropriate word in the box below. There is one extra word that you do not need to use. There is an example (0) at the beginning.

Dear Sir or **(0)** ……,

I am writing about a purple trouser suit that I **(1)**……. in your Apple Street shop two weeks **(2)** …… . I bought it especially to **(3)** ……. at my niece's wedding, which I did. **(4)** ……., the suit ruined that beautiful day for me. It stained my white silk blouse and my skin whenever it touched it. I left a huge stain on the chair I was sitting on. It was very **(5)** …… .

In the shop they said **(6)** …… me that they could give me the money back for the suit, but not for the silk blouse and the chair the suit ruined. They have not offered any compensation for the inconvenience your suit **(7)** …….. me.

I would like you to fully **(8)** …… the price of the trouser suit to me as well as pay for the ruined silk blouse and the chair. I also believe that you should offer some compensation for the spoiled wedding day.

Please find **(9)** ……. a copy of the receipt.

Yours **(10)** ……,

Martha Aubegine

A to **B** enclosed **C** ~~Madam~~ **D** wear **E** bought
F faithfully **G** unfortunately **H** caused **I** ago **J** embarrassing
K refund **L** wore

0	1	2	3	4	5	6	7	8	9	10
C										