Dear Sir or madam,

I am writing to _____ about the service provided by your restaurant. I recently organized my seventeenth birthday party at "JW's" All-American Diner'. I booked a table for ten, but when we arrived, the waitress said there was no reservation. We waited half an hour for a table. When we finally sat down, we were told that the chef was sick that day and we would have to wait at least an hour for our meal. The food arrived after 75 minutes and four out of ten orders were _____ . My vegetarian friend was given a steak! I am very _____ with your service and feel sorry that I chose your restaurant for my birthday party. I would be _____ If you could send me a _____ for the cost of the meal, or invite my friends and me to one of your other restaurants for a free meal.

Dear _____,

I am writing to ___ about a *recent/last* order which I __ . I bough a blue jacket from your website on 7th May. When/While I opened It I *noticed/looked* that the colour was wrong. I __ blue, not green. The jacket __ to you and It __ for the correct colour. *Unfortunately/Fortunately,* this time the jacket was the wrong size. I ordered M not XL, and It __ large for me. *First/Furthermore,* it looks like it __ and it is dirty on the back. I am very __ with your service, I would be *delighted/grateful* If you __ me a full __ for the item and the *cost/price* of sending it back to you.

1. A Sir or Madame — B Sir or Madam — C Sir and Madam — D Sirs or Madams
2. A complaint — B complain — C argue — D argument
3. A placed — B was placed — C did — D was done
4. A ordered — B shopped — C liked — D put
5. A returned — B was returned — C did return — D was returning
6. A exchanged — B was exchanging — C did exchange — D was exchanged
7. A is a lot — B is lots of — C is far too — D is to much
8. A was wearing — B is worn — C has been worn — D wore
9. A angry — B mad — C miserable — D disappointed
10. A could send — B will send — C would be sent — D must send
11. A return — B refund — C guarantee — D money

LIVEWORKSHEETS