



23 Lowry Lane
Bold Town
Lincoln
L34 2NR

26th December 2023

Dear Sir/Madam,

I am writing this letter to make a complaint about a holiday that I took with my wife on your newest ship, 'The Emerald Gem'. As we were celebrating our silver wedding anniversary, we decided to take a cruise with your company around the Caribbean. We have been on cruises before and really enjoyed them so we were very upset at how different this cruise was. The brochure said that the ship had beautiful rooms and that the staff were excellent. However, my wife and I were very disappointed as our stay had many problems, including the rooms not being up to standard, the staff being rude and the leisure facilities being poor.

We had booked a suite as a special treat to ourselves so we could enjoy the balcony and sea view. We were very happy when we first entered the room but this soon changed when we saw the bathroom. We found a broken shower, a cracked bath and dirty towels. The flowers and chocolates I had ordered as a surprise for my wife were also missing. The balcony was also tiny.

The ship's leisure facilities were also badly organised. The theatre was far too small for all of the guests on board and there was only one show a day so many of us were left disappointed.

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Another problem was the swimming pool. It was not cleaned once while we were on board. The colour of the water was the same emerald green as the ship by the time we left! There was also no lifeguard on duty even though there were children in and out of the pool.

The final problem I would like to draw your attention to was the poor manners of some of the ship's crew. In the main restaurant, the waiters were rude and they preferred to talk and laugh with each other rather than help the guests. I would suggest that they need some training!

My wife and I have been left very upset by the issues we had on this cruise and I would like some answers as to why these problems occurred and how Emerald Cruises will fix them. I think a voucher and an apology would be a good idea too. I look forward to hearing from you soon about this.

Yours faithfully,

Joe Matthews



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Questions

1. What does the guest want from the company? Tick **two**.

   - ○ a voucher
   - ○ chocolates
   - ○ a job
   - ○ an apology

2. What was the problem with the theatre? Tick one.

   - ○ It was too big.
   - ○ It was too small.
   - ○ The chairs were uncomfortable.
   - ○ The show was too short.

3. Number the sentences from 1-4 to show the order that they are written in the letter.

   ☐ There was also no lifeguard on duty even though there were children in and out of the pool.

   ☐ We found a broken shower, a cracked bath and dirty towels. ☐ I think a voucher and an apology would be a good idea too. ☐ The balcony was also tiny.

4. Underline one word in the quotation below that suggests that the guests made a choice. As we were celebrating our silver wedding anniversary, we decided to take a cruise with your company around the Caribbean.

5. Find and copy one word which shows that the chocolates and flowers were not expected by the guest's wife.

   _____

6. Fill in the missing words.

   Another problem was the _____ pool. It was not cleaned once while we were on _____.

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7. *Do you think the ship deserves the name 'The Emerald Gem'? Explain your reasons.*

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