

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)_____.

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.

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

