

A letter of complaint

Estratègies

1. Escriu l'adreça on va la carta a la part superior esquerra.
2. Escriu la data tota desenvolupada a sota
3. Comença amb *Dear Sir or Madam* o bé *Dr Mr / Ms* i el cognom de la persona (mai el nom)
4. Posa una coma darrere
5. No facis servir contraccions (*I'm* ha de ser *I am* i *don't* ha de ser *do not*)
6. Per introduir el problema fes servir expressions com ara:
 - a. *I am writing to complain about...*
 - b. *I am writing to express my concern about the fact that...*
7. Per proposar una solució fes servir expressions com ara:
 - a. *I would be grateful if...*
 - b. *I would appreciate it if you could...*
8. Abans d'acabar fes servir la frase *I look forward hearing from you.*
9. Si has començat amb *Dear Sir or Madam*, has de saludar fent servir *Yours faithfully*. Si has començat fent servir *Dear Mr/Ms Cognom*, has de fer servir *Yours sincerely*.
10. Signa amb el teu nom sencer.



Pràctica

Tasca 1: Mira aquesta carta forma. A la columna de la dreta hi ha les peces que falten: posa el número que correspongui a cada peça segons el lloc que ha d'ocupar.

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I am writing to complain about a mobile phone that I bought from your shop in Broad Street last week. Although the quality is excellent, the instructions on the screen are in Chinese and I am not able to understand them.

I would be grateful if you could repair the fault or replace the mobile phone.

I look forward to hearing from you

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- ☐ Yours faithfully
- ☐ Mark Brown
- ☐ Lee Electronics
35c Broad Street
Birmingham
- ☐ Dear Sir or Madam,
- ☐ 15th November 2020
- ☐ Yours sincerely
- ☐ Hello,
- ☐ 15/11/20

Tasca 2: Contesta les preguntes

- a) What's the full name of the person who wrote the letter? _____
- b) What thing is he complaining about? _____
- d) When did he buy this thing? _____
- e) What is the problema with it? _____

Tasca 3: Llegeix la carta de queixa i completa els buits posant les paraules de 1 al 10 en l'ordre adequat.

Customer Services Department
Paradise Holidays
Manchester K35 8FR

11th NOVEMBER 2020

1 _____,
2 _____ a holiday I recently went on with Paradise Holidays.
My family and I spent two weeks from 14th August 2015 at the Calton Hotel in Navellia; 3 _____
_____ our holiday is BN77123.

First of all, on our arrival, there was nobody to greet us and when, after a 15 minute wait, we finally booked in, the girl was sullen and unhelpful and made no apology for her 4 _____.

My second complaint concerns the room we had. It was very dirty and did not have a sea view,
5 _____ when we booked the holiday. When we tried to explain this to the receptionist, she was extremely rude and refused to change our room.

To make matters worse, 6 _____. They served the same dishes every mealtime and the portions were very small, so we never felt full.

Finally, I should like to draw your attention to the evening entertainment which was a further disappointment.
7 _____ the hotel offered a wide range of entertainment, but in fact there was just one singer with a terrible voice, who sang the same songs every night.

All this has spoilt what should have been a wonderful holiday, and I would 8 _____
I suggest fifty per cent of the cost of the holiday. 9 _____ you could do it.

10 _____ from you.

Yours faithfully,
Samuel Morrison

1. Madam / Sir / Dear / or _____
2. complain / am / about / to / writing / I _____
3. reference / the / for / booking _____
4. absence / desk / lengthy / from / reception / the _____
5. for / we / although / this / extra / paid _____
6. food / problem / the / another / was _____
7. brochure / that / your / stated _____
8. like / refund / therefore / a partial _____
9. very / would / I / if / grateful / be _____
10. to / hearing / look / forward _____

Tasca 4: Has comprat una tablet Samsung de 300 € a les rebaixes del Mediamarkt però el so no funciona. Escriu la teva carta de queixa tenint en compte tot el que has après.

