Task 1: You should spend about 20 minutes on this task.

A sports center manager wrote an email to you.

Thank you very much for using our sports center. As you visit our sports center so often, I am writing to ask for your opinions so that we can improve the service quality. We would be grateful if you could tell us the reasons why you chose our center and whether you are satisfied using the sports facilities. We would also want to know if there is anything you are unhappy with and things you would like to be changed. And is there anything new you would like to see and use?

Complete the gap with One word.

Dear Sir or Madam,

I am so 1. _____ to hear that you are interested 2. _____ my viewpoints on using your sports center. I am 3. _____ to respond to your email requesting information about my opinions so that you can improve the service quality.

Firstly, your sports center is my first choice because it is 4. _____ my house. Therefore, it is convenient for me to move from my house to the center and I will not waste my time. Besides, the membership fee is quite affordable, which is suitable for those 5. _____ have a tight budget. It is true that some sports centers charge people a lot of money even 6. _____ the service quality is not very excellent. Also, the facilities which you offer are comfortable for me. 7. _____ only does your center have many kinds of sports services for me to choose from, but all the facilities also are very modern. Hence, I am absolutely 8. _____ with your facilities.

The only thing I feel uncomfortable about is the center's parking lot. It is still fine before the rush hour; however, during the peak time, from 5 to 6 p.m., when the parking lot at this time is too crowded, there is no empty place for me to take my motorbike out.

To help members have better experiences, you should install a vending machine 9. _____ provides soft drinks and bottled water. Once you do that, we do not need to wait for the receptionist to get drinks for us.

If you need further information, feel free to 10. _____ me. I am looking forward to receiving your email.

Yours faithfully,

268 words

LIVEWORKSHEETS