

Part 2

You should spend about 15 minutes in this part.

Read the text below and correct the underlined errors. For each question, write the correct word in the space provided.

To : speedyminimarket@mail.com
 From : nelson@mail.com
 Subject: Complaint about goods bought online at Speedy Minimarket

My name is Nelson. I bought some goods from your shop yesterday. It was (0) a online order. I must state that I am very disappointed with your services.

Firstly, I expected some green, fresh-looking vegetables. The vegetables I (9) receive were yellowing and wilting. The fruits were not what I expected. The red apples (10) was shrunken and brownish in colour.

The bottle of milk I ordered was leaking at the cap. I think the (11) worse was the carton of strawberry yoghurt I received. The date of expiry was a week ago. I'm utterly (12) shocking.

Do you want to know about your canned goods? The three cans of sardines I ordered were dented. I'm shocked you could (13) sent dented cans to your customers.

I am upset (14) for the way you have managed my order. I hope you will reply my email immediately. If I don't receive any reply from you, I will (15) complaint to the Consumers' Association.

I think it is important you give efficient, honest and sincere services to (16) you consumers.

Nelson

Example:

0	an
9	
10	
11	
12	
13	
14	
15	
16	

[8 marks]