

- e. You purchased a brand new printer two weeks ago at the Useless Hi Tech Store, 233 Tennessee Street, Dallas. It has not worked well since it was installed. Only one page is printed and then the remaining pages are rejected. Only one language is printed. Only one color is available. Only one font is used. Only one size of letters is available.

Before you write a letter of complaint to the president of the store, decide which language, which color, which font, and which size of letters the printer uses; how many technicians have come to help you; how many calls you have made; who you have spoken to; who you are writing to, etc.

Remember to explain the problem and suggest a solution. Also remember to use the passive voice when you can. Follow the format of the formal letter in activity d.

Additional Reading

Global Reading

1. Look at the title of the additional reading text. What do you think the article is about?

2. Read the first paragraph. Who is the article intended for? _____

3. Read the first sentence of the second paragraph. What kind of complaints do you think it could refer to? _____

4. Read the first sentence of each of the letters reprinted. What do they have in common?

Close Reading

1. The writer makes extensive use of rhetorical questions. Write an example of a rhetorical question.

2. In line 7, the writer uses the word *but* to show contrast. What is the writer contrasting?

3. In line 8, the writer uses the word *if* to express a condition. What condition does the writer describe? _____

4. In lines 12-13, the writer refers to *so much to so many*. What does the *much* refer to and who does the *many* refer to? _____

5. In the replies to the complaints, the writers use a variety of commonly used polite expressions. Write three of these expressions. _____

Youcomplainwewrite.com

- Who are you? Yes, I know you have a name and you can speak English, but who are you? Are you a passenger? ... a shopper? ... a driver? ... a student? ... a passerby? ... a homeowner? In all of these roles you may, or you will probably need to complain at some time or other. Did the airline company lose your luggage? Did you buy a faulty washing machine? Was your car given a parking ticket when it was in the garage? Did the school give you too much homework? Did a can of paint fall on your head as you were walking under a ladder? Did your neighbor's cat eat your favorite goldfish? You can shout, curse and thump the table, but what would be more effective? Let us help you to write a letter to the people you want to complain to and send a copy to their "boss." If you answer this question positively, then youcomplainwewrite.com can help you.
- 10 Have you ever wanted to complain but didn't have the time or the skills to write an effective letter? We have years of experience and the correspondence skills to draft and write letters quickly. "Your" letters, drafted by us, will attract attention and get answers to your complaints. We can give so much to so many frustrated people. We have a 95% success rate in getting people to apologize. Just read a selection of sentences that are taken from some of our recently received replies to our letters of complaint:
- 15 *"Thank you for drawing our attention to the faulty chocolate bar dispensing machine located in your local bus station. A technician was sent to find out what the problem was and reported that the machine had been vandalized. I'm sure you will be delighted to hear that a new, better machine with a wider range of chocolate bars has been installed. Please find enclosed a credit note for a free bar at any one of our dispensing machines..."*
- 20 *"Your letter has reached me from our Complaints Department and I am truly sorry that you have suffered so much because of one of our washing machines. I am sending a team of technicians over to your house to replace all the electrical circuits in order to find out the reason why the machine jumps around when the music plays. In the meantime, please feel free to do your laundry at my expense at your local laundromat."*
- 25 *"We deeply regret our mistake in charging you \$2,000 for a T-shirt instead of the stated price of \$20. We are a little surprised that our staff did not notice the mistake immediately, but in any case we are happy to offer you credit to spend the remaining \$1,980 at our department store. May I tell you about our new selection of jeans and the price cut we are offering on socks..."*

Comprehension Questions

- Which way of complaining does the writer think is more effective, thumping tables and making oaths, or writing letters? _____
- To whom will the writer's company send a copy of letters they write? Why? _____
- Where are the selections taken from? _____
- What do the selections have in common? _____
- After reading the selections, which letter of complaint do you think had the best result? Why? _____

Expensive Boutique

a. Read these quotations and decide if each one expresses a complaint or an apology.

	Complaint	Apology
1. "I can't stand these expensive little boutiques."		
2. "We deeply regret our mistake..."		
3. "I am truly sorry that..."		
4. "I tried to call you many times, without success."		
5. "The washing machine still doesn't work."		
6. "Please accept our apologies."		

b. The people in "Expensive Boutique" were out shopping. Write five complaints that you have about shopping for clothes, for food, for gifts, for shoes, and for a car.

1. _____
2. _____
3. _____
4. _____
5. _____

c. Do you remember the expression from "Expensive Boutique", "*I can't stand these expensive little boutiques*"? Read the following sentences and replace *stand* or *stand + preposition* with the word or words in the brackets. Make any necessary changes.

1. Every woman in the basketball team stands over six feet. (to be)

2. The hospital stands between two roads. (to be located)

3. The decision not to replace Felicity's washing machine stands. (is not to change)

4. I can't stand machines that don't work. (to put up with)

5. I cannot stand aside and let her do it by herself. (to do nothing)

More Future: Future Progressive

a. Ask questions with *Will you be + -ing*.

1. Your friend is going shopping. You want him/her to buy some washing powder for you at Grumble Department Store. (you/pass/Grumble's Department Store when you're in town)
_____?
2. You want your friend to give Felicity a message this evening. (you/see/Felicity this evening)
_____?
3. You want to use your neighbor's washing machine tomorrow morning.
(you/use/your washing machine tomorrow morning)
_____?
4. You want to listen to a radio call-in program when you visit your friend tomorrow.
(you/listen/call-in program tomorrow evening)
_____?
5. You want a specific mechanic to fix your washing machine.
(you/work/tomorrow afternoon?)
_____?

b. Answer the following questions about how you see yourself in 15 years' time.

1. Where will you be living 15 years from now?

2. Which company will you be working for?

3. What kind of things will you be doing as part of your job?

