

Read the letter. Then, for each item, shade in the bubble ☐ next to the correct option.

24 June 2011

Dear Mr Sehwaq,

I am writing to complain about a car that I purchased from your Al-Ghubra showroom three weeks ago. It was your new SJ 407 model. I enclose a photocopy of the invoice and receipt with all the details.

Everything began well. Your sales staff were very clear in explaining the car's various features, and delivery of the vehicle was also efficient and punctual. However, as soon as I received the car, the trouble started. On the very first night, I- along with my family and the whole street - was woken up at three o'clock in the morning by a horrendous noise. The security alarm on the car had been set off, not by a thief, but by a small cat, which jumped on top of the roof. After getting up to switch off the alarm, which took me over twenty minutes with all the neighbours glaring at me through their windows the whole time - I was unable to go back to sleep for the rest of the night. As a direct result of this, I made several mistakes during a presentation that I gave at a conference later that day.

My work suffered again two weeks later. I had to drive across the desert to deal with an urgent problem at one of our oil wells. The journey took eight hours, and I had to cover the whole distance without the benefit of air-conditioning - at the hottest time of the year! As you can imagine, by the time I arrived, I was exhausted, and in no fit condition to deal with the problem and I had to stay there one extra day. I was not, of course, looking forward to the return journey at all, but then, when I got into my car, the AC mysteriously started working again! So when I brought it back to the showroom to complain, it was working perfectly-which was very embarrassing! And since then, it has broken down and mysteriously started again on two more occasions.

The most recent problem occurred the day before yesterday. I was on my way to a high-level meeting, when suddenly I started to hear a strange knocking sound coming from the engine. Then, the car just slowed down and stopped. I had to get a taxi, but that took me half an hour, so I arrived right in the middle of the meeting, which did not please my boss, I can tell you!

The car is now with your mechanics, who keep telling me there is nothing wrong with it, when obviously there is! I am very disappointed to be treated in this way, especially after buying three previous cars from you over a period of ten years. I therefore request that you immediately take back the car and refund my money.

I look forward to hearing from you with a satisfactory response.

Yours faithfully,

Saif Al-Habsi

1. Saif is _____.

☐ an architect

☐ a salesman

☐ an engineer

2. He bought his new car on _____.

☐ 3 June

☐ 10 June

☐ 17 June

3. The car's alarm was set off by _____.

☐ a criminal

☐ one of his children

☐ an animal

4. The air-conditioning is _____.

☐ now OK

☐ unreliable

☐ completely broken

5. Each of the three incidents has caused him _____.

☐ embarrassment

☐ health problems

☐ financial loss

6. They have also caused problems for his _____.

☐ family

☐ colleagues at work

☐ friends

7. At the end, he says that he wants to _____.

☐ replace the car with a different model

☐ have another car

☐ cancel his purchase