Writing 8a – Objective 2: Recognise and use appropriate language in an email/letter of complaint.

Instruction : Choose the correct option.

1. Which phrase is commonly used to start a letter of complaint?
2 POINTS

(A) Thank you for your prompt response
(B) I hope this message finds you well
(C) I am writing to express my dissatisfaction

2. Which phrase shows what the customer wants the company to do?
2 POINTS

(A) Thank you for your understanding
(B) Please let me know if I can be of further assistance
(C) I would appreciate a refund or replacement

3. Is using formal language important in letters of complaint?
2 POINTS

(T) True
(F) False

4. Which phrase shows dissatisfaction politely?
2 POINTS

(A) I cannot stand this
(B) This is the worst thing ever
(C) I am very disappointed with

5. What is a suitable closing phrase for a letter of complaint?
2 POINTS

(A) Looking forward to hearing from you soon
(B) I hope for a prompt resolution to this matter
(C) Catch up soon

LIVEWORKSHEETS