

## 1. Téma: Formális panaszlevél (Formal Complaint)

### Írányítási szempontok :

*You recently stayed at a hotel and were unsatisfied with the service and the room. Write a letter of complaint to the manager explaining the issues and asking for some form of compensation. (150-200 words)*

Dear Hotel Manager,

I am writing to express my profound dissatisfaction with my recent stay at your hotel. **1.** \_\_\_\_\_ the room I was given did not match the description on your website. **2.** \_\_\_\_\_ I had booked a double room with a sea view, I was placed in a small, noisy room facing the street.

**3.** \_\_\_\_\_, the service was far below standard. **4.** \_\_\_\_\_, when I asked the receptionist for extra towels, she was quite rude and unhelpful. **5.** \_\_\_\_\_, I had to wait until the next morning to take a shower.

**6.** \_\_\_\_\_, the breakfast buffet was severely lacking in variety, **7.** \_\_\_\_\_ the fact that most of the food was cold.

**8.** \_\_\_\_\_, I feel that a partial refund would be appropriate. **9.** \_\_\_\_\_ these issues are resolved, I will not hesitate to leave a negative review online.

**10.** \_\_\_\_\_

Yours faithfully,

**unless**

**not to mention**

**although**

**furthermore**

**I look forward to hearing from you soon.**

**for instance**

**first and foremost**

**taking all these points into consideration**

**consequently**

**in addition to this**