1. Téma: Formális panaszlevél (Formal Complaint)

Irányítási 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

LIVEWORKSHEETS