

THEME 6 OPEN YOUR HEART WRITING SKILL (SPICE UP)

A. Read the letter and fill in the blanks with the correct expressions. One is extra.

Finally / To make matters worse / To begin with / In addition / However

Manager
EHAA AIRLINES
P.O. Box 210804

Avenida Mazatlan 184
Madrid, España

Dear Sir/Madam,

I am writing to express my strong dissatisfaction with the service provided by your airline during my flight to Los Angeles three days ago.

a) _____, despite the delay of the flight for over three hours, nobody gave us any explanation and even offered us a drink.

b) _____, when we finally boarded the plane, the staff were unhelpful and refused to respond to the call button. One of the cabin crew actually spilled the coffee on my T-shirt. c) _____, he made no effort to clean it up. He just apologised.

d) _____, when we reached our destination, I found one of my suitcases open, and some of my items were missing. I saw nobody around to help me. There should have been someone from your company whom I could have had a word with.

As you can imagine, I was extremely disappointed and furious about the whole experience.

I expect a full refund on my ticket as compensation for the missing items, as well as a written apology from the airline company.

I am looking forward to hearing from you at your earliest convenience.

Yours faithfully,

Diego Perez

B. Study the following plan and use the information given in the box to write a letter of complaint to the restaurant manager.

Complaints

Reasons

Service was too slow.

We waited for an hour.

Music was very loud.

We couldn't hear each other.

Food was badly cooked.

The steak was tough, the rice was greasy, and the salad wasn't fresh.

Waiter was rude.

He didn't even apologise for spilling the tea on my shirt.