**投诉/ 批评/ 抱怨信**

Directions: For this part, you are allowed 30 minutes to write **a letter to the editor of a newspaper** complaining about the poor service of a bookstore. You should write at least 120 words according to the guidelines given below:

设想你买了一本英文词典，发现有质量问题，书店人员的服务态度又不好，因此你给报社编辑写信。信中必须包括以下内容：

1）事情的起因；

2）与书店交涉的经过；

3）呼吁服务行业必须提高服务质量。

**分析：写三段：第一段表明身份并点明要抱怨的事件；第二段具体描述被投诉的事件，提出改进建议；第三段表达期望和感谢。**

**A letter to the Editor of a Newspaper**

Nov. 18, 2016

Dear Editor,

①I am Jason, a senior form Beijing Normal University. ②Now I am writing to inform you that I found the quality of some publication not very satisfying, and I would like to draw your attention to the problem of some poor services of the service industry.

③The cause/focus of my complaint is a dictionary I bought a few days ago. ④After I bought it, I found two pages in it were in poor print. ⑤However, the sales girl was very impolite, saying that she wouldn’t change it for another one because it was my own negligence, and that it’s none of the bookstore’s business. ⑥Under this circumstance, I feel rather annoyed and disappointed. ⑦Honestly speaking, this heedless attitude towards customers has set a bad example to the whole service industry. ⑧I hope all the publishers and the bookstores can give sufficient respect to knowledge and customers. ⑨If this kind of problems cannot be properly settled, I am afraid the public would lose faith in the service industry.

⑩I trust you will take my complaints seriously. ⑾You would be highly appreciated if the problem could be solved as soon as possible. ⑿Thank you for your time and kind consideration.

Sincerely yours,

Jason

信件启首

①简单介绍自己身份

②概述投诉的事件

③提出投诉的核心内容、

④事情的经过一 / 投诉内容的一方面

⑤事情的经过二 / 投诉内容的另一方面

⑥自己当时的感受

⑦对投诉对象的客观评论或说明其带来的不良影响

⑧对所投诉现象提出的解决建议

⑨表明如果事情不能妥善解决，将会产生的后果或自己将要采取的措施

⑩希望对方认真对待自己的投诉

⑾表示期望投诉的问题早日解决

⑿信件结尾常用语

信件结尾与签名

常用句式：

1. I am writing to express my concern/ dissatisfaction/ disappointment about….我写此信表达对…的忧虑/不满/失望。

2. I think it’s high time you realized ….我认为该是您认识到…的时候了。

3. We know that you are not generally careless, but we would like your assurance that this will not happen .我们深知你们并不经常出错，但我们希望你方能确保这类差错不再发生。

4. I must warn you that unless you do something about the situation I will be forced to take legal action. 我必须正告贵方，除非对目前状况采取措施，否则我将被迫诉诸法律。

5. To be frank, I am not prepared to put up with the situation any more. 坦率地说，我不准备再继续忍受这种状况了。

6. I’m sorry to be so forthright, but …请原谅我的直率，但是….

7. I really appreciate it if you would do something about my complaint. 如果您将就此采取措施的话，我将十分感激。

8. I’m beginning to wonder whether it’s going to be worthwhile for me to … 我在想我….是否值得。