**THƯ THÂN MẬT**

**Dear ..,**

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**Nội dung 1**

**Nội dung 2**

**Anyway, I must go and get on with my work. Give my love to….. we must try and meet up soon. Look forward to seeing you again**

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I know that you are having the first summer camp. Please tell me something about it. Who are you staying with? Which activities are you taking part in? How do you feel about it?

Write a letter to answer your friend’s question

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As you know, I’m having the first summer camp in Hai Phong City. So, I’m very happy to tell you about my trip. After graduated in July, in order to save memories together, I and my four close friends want to have a camping trip in 3 days weekends. This time, I’m staying with my friends in a big pink tent.

In three days of trip, we do everything together, such as: decorating our tent, cooking, listening to music, taking some photo and telling about some memories we have in university. At night, we play card game Uno, werewoof,... Of course, I feel very happy, exciting and I think this is one of the most beautiful memory in my life.

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**Cách viết lá thư phàn nàn bằng tiếng Anh**

**1. Opening (phần mở đầu)**

Cấu trúc:

Dear ……,

Miêu tả tình huống/ điều muốn phàn nàn:

I am writing to complain about ……

Lưu ý:

Đi thẳng vào vấn đề (lí do bạn viết thư, bạn phàn nàn điều gì)

Giữ thái độ lịch sự với người nhận thư vì có thể họ không phải là người gây ra lỗi

Sử dụng ngôn ngữ khách quan

Nên đưa thông tin chính xác, cụ thể về vấn đề (diễn ra giờ nào, hoặc ngày tháng năm nào)

**2. Body (phần nội dung)**

**- Trình bày những vấn đề bạn gặp phải:**

I think the reason is that ……..

**- Đề xuất giải pháp:**

I think the best way to solve the problems is to ………

**3. Ending (kết thư)**

- Cung cấp thông tin liên hệ của bạn để người đọc có thể phản hồi.

Please call me at …… or send me email via ……

- Gia hạn về thời gian phản hồi hoặc sửa chữa từ người đọc.

I expect to hear from your company with a solution by …. [date].

- Cuối thư, bạn đừng quên lời chào và chữ kí.

Yours faithfully,

**You recently bought a piece of equipment for your kitchen but it did not work. You phoned the shop but no action was taken.**

Write a letter to the shop manager. In your letter

- describe the problem with the equipment

- explain what happened when you phoned the shop

- say what you would like the manager to do

**Answer:**

Dear Sir,

I am writing to complain about Irecently bought a piece of equipment for my kitchen but it did not work. I phoned the shop but no action was taken**.**

I think the reason is that the refrigerator I bought from the store has some problems. When the first time I turn on, it ran for a while then it turned off. I can’t turn it on again. In addition, it has some machine noise. After that, I was call the hotline but have no reply, so I am not satisfied with your service.

I think the best way to solve the problems is the shop should have staff to fix it or have a new one for me. Besides, you should improve your customer service and care staff to reply and solve customer’s questions, problems,...

Finally, the shop has solution, please call me at 098727277 or send me email via mary@gmail.com. I expect to hear from your company in 3 days.

Yours faithfully,

Mary

**THƯ CÁM ƠN**

**Dear ..,**

**I am writing this letter to extend my sincere thanks to sb.**

**Tôi viết bức thư này để biểu lộ lòng chân thành cảm ơn của tôi đến ai**

**Nội dung 1**

**Nội dung 2**

**I hope you will give me the chance to return your kindness.**

**Tôi hi vọng rằng bạn sẽ cho tôi cơ hội báo đáp lòng tốt của bạn.**

**Yours faithfully,**