

# Response Analysis (Intermediate):

## Task 1 Responses

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*This document contains the full versions of all the Writing Task 1 sample responses used in the exercises for Response Analysis (Intermediate). It also indicates the CELPIP Level that each response received, for your reference.*

### Writing Task 1

You and your family often eat at Pete's Pizza Place, a take-out and eat-in restaurant. During the last few months the food and service have been poor. The staff made many mistakes with your orders.

Write an email to the manager of Pete's Pizza Place in about 150–200 words. Your email should do the following things:

- Explain who you are.
- Complain about what's wrong with the recent service and the food.
- Suggest what should be done to fix the problems.

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### Content/Coherence

#### CELPIP Level 7

To who it may concern,

I am writing this email to complain about my recent unpleasant experience in your pizza store. My family and I often patronise in Pete's Pizza Place and really satisfy with the food and service. However, during last few months, I found that a few staffs always made wrong orders and spoke to customers with bad attitude.

Like last month end, I was just dismissed from work around 7:30pm, I planned to purchase a 4 inch Hawaii pizza for dinner. I ordered the pizza through the phone and planned to pick up at store around 8:00 pm. However, when I arrived at store around 7:50pm, I was told that the pizza had been picked up by the other customer and it was my fault that made the order during the high peak

hours. I waited for another 30 minutes to get a new piece with less toppings. I felt so angry to be treated like this without an apology.

My parents told me that your store hired a few new staffs. I thought this might be the reason why caused this. My suggestion is to provide proper training to new staffs in terms of making food and communicating with customers before they are ready to service customers.

I hope this email will bring your due attention for future customer satisfaction

Sincerely  
Molly

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## **Content/Coherence**

### **CELPiP Level 6**

Dear manager of Pete's Pizza Place,

My name is Cory Shipley, I hope things are going well at the restaurant these days. I am writing you today because I want to share with you my last experience in your restaurant.

Firstly, I and my family are your costumers for a long time since 2010 and we feel very good with the staff and the food is very delicious.

With regards to the service and the food recently we didn't like too much. For instance , we were last Saturday at your restaurant, and the service was very slow, we wait 20 min to order. After that, the food wasn't delicious like 3 ago . I think something is wrong.

Lastly, I think you should talk with the staff and explain that situation, maybe it return like it was.

Thank you for your attention and consideration of my request.

sincerely,  
Cory Shipley

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## **Content/Coherence**

### **CELPiP Level 7**

To whom this may concern:

My name is Jacob Peralta, I am an habitual customer at Pete's Pizza Place. For the past opportunities that my family and I visited the restaurant, We encountered a series of issues that affected our visit.

First of all, the food has not pleased us, as used to. We know that the food is great and tastes deliciously, which is the main reason on why we keep coming back. Thus, I suggest that the restaurant should look into ways to improve its food.

Second of all, your staff made some order mistakes. This bothers me, because I have to spend more time at the restaurant and wait more to be served. This also happens when I order take out, sometimes, I have to come back and request everything again. I suggest that, your personnel should have more training, so the orders are accurate and customers are better served.

Despite of those problems, I would like to thank you for taking your time to read my recent problems with your business and I hope that you could address those issues quickly and efficiently. Off course, We would like to come back soon.

Jacob Peralta.

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## Content/Coherence

### CELPPIP Level 7

Dear Restaurant Manager,

My Family and I are regular customers of the restaurant. We come at least once a week to eat-in. In our last visits to the restaurant the food and service have been poor.

We usually call to make a reservation before we come in, but we end up waiting about 30 minutes before we get a table. Furthermore, the waitress who usually take our order doesn't not take it correctly. For example, I usually like to order the Super Supreme pizza with no pineapple, however, each time I get it with pineapple.

The food quality is not as good as it used to be. Last time I ordered the Spicy Chicken Wings it didn't taste fresh. It wasn't even warm enough, and as if it was heated in the microwave.

I asked to see you last time I came in but you were not available. I am reconsidering visiting the restaurant more often, as the food and serves does not meet our expectation anymore. I hope that our complaint is addressed when I come next time or we get any kin

Regards,

## Vocabulary

### CELPIP Level 6

Dear John,

I am writing in order to complain about the service of the restaurant Pete's Pizza and how I am disappointed with the quality of the food.

My family and I are regular customers of yours since 2005. The last few months we are not liking the taste of the food anymore and also the service.

The last 2 times we were at the restaurant we needed to wait at least half an hour to get a table. After that, when the food came, the taste was very sour. We absolutely are very upset with it is happening to the quality and service of your restaurant especially because we go very often for many years.

As a suggest, you could have a meeting with your employees and express your concern about the quality of the service and food. All the empress can find a solution for these problems being more helpful to the customers and also offering more quality in the food.

I hope you can consider my opinion.

Your sincerely,

Clementine

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## Vocabulary

### CELPIP Level 8

Dear Manager,

My name is Mrs Theodora Haversham. Me and my family often eat at Pete's Pizza Place.

We live nearby and eating there and ordering food from Pete's has been convenient and perfect for us.

We have been delighted with the hot delicious food served there.

During the last few months the food and service have been poor. The staff made many mistakes with our orders. Once I ordered a medium sized Hawaiian Pizza which is my sons favourite. But when my husband collected the Pizza he was handed a small pepperoni Pizza. It was cold and had been sitting there for ten minutes before the staff told him it was for my husband.

The new staff there are not up to speed with orders. I suggest you please train the staff better and in future make sure our orders are correct. They are not difficult orders and we usually get the same order weekly. Please make sure our food is piping hot in future.

Very disappointed customer  
Theodora Haversham

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## Vocabulary and Task Fulfillment

### CELPIP Level 9

To the manager of Pete's Pizza Place,

My family and I have been customers of yours for many years. Until recently, we have enjoyed your pizza and service, as a tasty convenient meal at the end of a busy week. However, based on our experience over the past two months, we are seriously considering taking our business elsewhere.

The pizza's are being delivered cold. The base is being made thinner, yet tougher. There is more bland flavoured cheese, and less of the fresh ingredients that made your pizzas the exception to what is typically offered by the industry. To make matters worse, the pizza that your staff deliver are often not what we ordered.

In any other circumstances I would simply stop ordering from your shop. However we have been a customer through many years of great service. That is why I am taking the time to write to you. Make the improvements. Get your business back to what we know it can be. Perhaps you may need to question the attitude of staff you have recently employed.

We will order again this week. Get it right, or we find an alternative.

regards

## Readability

### CELPiP Level 8

To whom this may concern

My name is Kayne Wast, iv been a customer of Pete's Pizza Place since i was a kid as i grew up in the area. Me and my family always looked forward to eating your pizza every Friday.

Iv noticed recently that the service has declined along with the food which really it is not good enough as you've maintained a high standard over the years. Your staff seem rude and uninterested in there customers and in the quality of the food. I recently ordered a large hot and spicy pizza and some chicken wings. The pizza base was under cooked and there was not enough toppings on the pizza. The chicken wings where very small and over cooked. I let the server know that i was happy but they never offered to make me a new one.

I hope you can address these problems that iv pointed out to you and maybe train your staff better on customer service.

Yours sincerely

Kayne Wast

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## Readability

### CELPiP Level 7

Dear Pete's Pizza Place Manager,

It's a pleasure for me and my family take a few moments to write a letter to let you know some trouble with our recently visit at the restaurant.

I'm Mrs Potts, I have been eating at your restaurant very often.

We are a very frequently customer in Pizza Place, but the last 2 months the service has been terrible.

Last week my son was there to order the same pizza that always we took. He had to wait more than 45 minutes to get the order. And when he opened he found the wrong pizza.

We are very worried about this situation, because this is our best place to enjoy the best meals.

So, you should be more worried about the service and food. Sometimes the staff are not polite with the clients. However, I would like to let you know that your pizza are the best.

Nowadays I'll go back with my family, please try to improve the same quality that always you had been.

If is possible talk to your staff to increase the costumer service. I'm pretty sure that this advice can help you.

The combination between the meals and service is the best choice. Thanks for you attention .

Regards.

Mrs Potts.

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## **Task Fulfillment**

### **CELPiP Level 9**

Dear Pete's Pizza Place Manager,

My family and I have been coming to your restaurant every Saturday since my two little boys were born. We used to love coming here as the restaurant is very family friendly. We felt home from the very first time and coming to your restaurant on a weekly basis has been a ritual for many years. We have never been disappointed until recently.

Sadly, we have witnessed a poor service and a food of a pretty average quality. Staff is not as friendly as before. We used to be greeted by our name, this is no longer happening. Lately, staff has not been attentive to our orders and several mistakes happened, specially when we ordered meals to go.

The food came cold at various occasions, with no taste, and I am wondering if you have changed suppliers as vegetables do not look fresh most of the time. It seems you have a lot of staff turnover, but more training seems necessary.

We would love keeping coming to your restaurant. However, if nothing changes we will have to find our second home somewhere else.

Thanking you for your consideration,

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## **Task Fulfillment**

### **CELPiP Level 8**

To whom it may concern,

I am a local patron and eat often in your restaurant so i feel the need to write you this email as I've been unhappy with the service and standard of the food.

The wait times for the food have gotten too long even when the restaurant is not busy. Staff seem to be unsure of what they are doing and can seem a little rude. We had one waiter try to lift our plates before we had finished and the bill was on the table soon after we had ordered. This is not how you make customers feel welcome!! The standard of the food has dropped since the chef has changed, The new guy looks about fifteen! We have had warm salad served with cold pizza and the ice machine wasn't working so we had lukewarm water to drink.

You need to shape up or we won't be back. Hire a professional chef, fix the ice machine and train your staff.

Regards,

Stewart

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## Task Fulfillment

### CELPIP Level 12

To Whom It May Concern,

My name is Darius Jackson and my family and I are long time patrons of Pete's Pizza Place as we live very close by and all enjoy a delicious slice of pie. Unfortunately this e-mail will not be praising the freshness of your ingredients or the skill of your chefs, but will in fact be expressing my disappointment at what seems to be a continuing downward trend in both the quality of your food and attentiveness of your staff.

Over the last few months we have been subject to increasing instances of incorrect orders being taking by your servers, followed by an apathetic apology and a begrudging reluctance to collect the food we actually wanted, and food arriving cold or undercooked when it does finally manage to reach our table.

If you don't institute a bottom up review for all of your front and back of house employees to improve their attitudes and skill sets then I will be forced to take my wife and 11 children to Pierre's Pizza Palace, your most fierce rival, in order to secure the Italian snack we all so desperately crave.



Yours faithfully,

Darius Jackson

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## Task Fulfillment

### CELPiP Level 6

Dear Sir,

I am Jerry George Kramer, lived in Maple dr SW, and currently working in Toyota motor for many years.. My Family and some of my friends are ordering a pizza in your place after our work or before we go home..

I writing to you just to inform that these past days around 4pm we and my friend we order the pizza, but we receive a poor service and bad attitude with your staff..

firstly, Your staff pouring a large amount incompetent. we are waiting for so long to took our order and even he took our order three times, he brought a wrong pizza and he had take it back.

secondly, the pizza it self was cold and very poor quality, it was a taste less. Immediately I reached Home and suffer from bad stomach pain , it will last for two days.

I strongly suggest, that you need to more train your staff to how prepared the pizza properly with quality, so it will not happen again to your customer.

you can reach me at my number or e-mail add, i love to hear from you.. thank you so much

Sincerely

Jerry George Kramer