**Brainfuse Provider Response Form**

**Welcome to the Writing Lab!**

Analysis and recommendations regarding specific parts of your paper are included in the tutor response form. A copy of your paper is also posted below this form, and it includes additional comments in brackets. **If you do not see the tutor’s comments or a tutor’s review appears to be missing, please contact** [info@brainfuse.com](mailto:info@brainfuse.com)**. For specific questions about your paper, please resubmit through the Brainfuse Writing Lab.**

**Thank you for choosing the Writing Lab. Best wishes with your revisions!**

**Part 1 – Organization**

Note: Some of my response portions appear as single spaced, while others appear as double spaced, due to the formatting of your essay. I apologize for the look of the form, but I could not determine how to fix it. Your letter, writ large, was organized well, in terms of your introduction and conclusion. Make sure you provide your manager’s email address, as you stated at the end of your letter.

**Part 2 – Development**

You stated up front what the issues were, but I recommend stating the exact issues up front in your introduction so the manager determines the problem right away(開頭就寫下問題). That part is in your second paragraph. Restaurant managers are busy people, so always try to state the problem right off the bat (the part where you talk about the seafood). You don’t talk about how wine was spilled on your manager’s suit until the third paragraph. I would also include that part in your introduction, as that is part of the issue writ large. In addition, consider making your complaint letter shorter and more concise. Right now, without including your salutation and closing, you have 321 words. Your assignment, however, requires 150-200 words. I think making your sentences a little less wordy (and combining your second and third paragraphs) will allow you to meet the requirement and not exceed 200 words.

**Part 3 – Formatting and Style**

As shown below, if you would like a full review focused *solely* on your grammar, be sure to request a “grammar only review” in the comments box on your request form. However, the grammar issues I did notice, I highlighted in yellow and provided some recommendations in blue. Try, for instance, to stay consistent with your verb tenses within the same sentence when and where possible. Formatting-wise, there were no issues, but I do recommend you provide the manager’s name in your salutation. In terms of sentence style, some of your sentences used informal word choices (such as “funky”). Since this essay is a formal complaint, I strongly recommend considering incorporating more formal language and verbiage.

**Useful Links:**

*Grammar, Usage, and Mechanics*

Please use The Brainfuse Essential Grammar Guide to identify and edit errors in grammar, usage, and mechanics. You can view the guide by clicking on this link below and logging in to Brainfuse:

[http://www.brainfuse.com/curriculumupload//1381694219673.html](http://www.brainfuse.com/curriculumupload/1381694219673.html)

If you would like a review focused on your grammar, usage, and mechanics, please request a **grammar only review** in the comments box.

*Formatting*

Please use the Brainfuse Style Guides for information on citation formatting.

*APA* [https://admin.brainfuse.com/curriculumupload//1514394321264.pdf](https://admin.brainfuse.com/curriculumupload/1514394321264.pdf)

*MLA* [https://admin.brainfuse.com/curriculumupload//1514393937280.pdf](https://admin.brainfuse.com/curriculumupload/1514393937280.pdf)

*Chicago Style* [https://admin.brainfuse.com/curriculumupload//1515512833067.pdf](https://admin.brainfuse.com/curriculumupload/1515512833067.pdf)

*Please make all changes to your own original file to maintain your intended formatting, headers, and footers.*

**Read the following information.**

You recently made reservations for dinner at a very famous and expensive restaurant in town. However, the meal and the service were terrible. The restaurant manager was not available to solve the problem, so you left without a resolution.

150~200 words

Dear The manager of PP Restaurant, [make sure you get the name]

I wish to make a formal complaint against the staff yesterday over their poor service and the food. My manager whose office is in Tokyo [review rules for using commas to set off non-essential parenthetical information/elements] visited Calgary this week and we went to your restaurant last night [recommend naming the restaurant]. I had dinner at your restaurant before and I know you are one of the best restaurants in Calgary. However, I feel like we went [try to stay consistent with your verb tenses here; you use both the present and past tense] to a different restaurant.

The seafood we ordered was a nightmare. The lobster smelled funky [since your letter is to the manager, consider using more formal vocabulary/verbiage]. The crabs were too salty, and even worse, the clam soup didn't [while this is grammatically correct, consider not using conjunctions in your essay] have any clams in it.

Moreover, a [review spacing] waiter spilled wine to [wrong preposition; can you think of a different one that is a better fit?] my manager's suit. He said sorry and would bring another bottle of wine back [do you really need to say “back?”], but we didn't see him again. None of your staff came to deal the clothes [what’s a better phrase to use here? What is this missing?]. We asked for the manager [because this letter is to the manager, consider addressing him/her directly] for help, but you didn't show up. We left with anger and disappointment.

It was a chaos. I will give you my manager's email at the end of the email [this is a little wordy/confusing; can you think of a shorter way to say the same thing?]. I hope you could write an apology letter to my boss [is your boss the same person as your manager? Consider clarifying] and explain why you didn't show up. Otherwise, I am quite hesitant to visit your restaurant again.

Sincerely,

Ccas [make sure to provide your full name]

Correction

Dear Allen (使用人名，比使用餐廳名稱好，也可以節省字數),

I wish to make a formal complaint against the staff yesterday over their poor service and the food. My manager, whose office is in Tokyo, visited Calgary this week and we went to PP Restaurant(寫下餐廳名稱) last. I had dinner at your restaurant before and I know you are one of the best restaurants in Calgary. However, I felt like we went(時態要相同)to a different restaurant.

The seafood we ordered was a nightmare. The lobster smelled weird. The crabs were too salty, and the clam soup didn't have any clams in it.

Moreover, a waiter spilled wine on my manager's suit. He said sorry and would bring another bottle of wine, but we didn't see him again. None of your staff came to help to clean We asked for the manager [because this letter is to the manager, consider addressing him/her directly] for help, but you didn't show up. We left with anger and disappointment.

It was a chaos. I will give you my manager's contact information. I hope you could write an apology letter to him and explain why you didn't show up. Otherwise, I am quite hesitant to visit your restaurant again.

Sincerely,

Ccas Chuang

Spill wine on