

emails_of_complaint

Criteria

Vocabulary

- *I am writing regarding* -- я пишу касательно
- *there is a great deal of concern* -- есть больше беспокоит
- *what worries us most* -- что беспокоит нас больше всего
- *to contact different local councillors* -- связаться с различными местными советниками
- *return calls* -- перезванивать
- *suggest that I should write* -- предложить мне написать
- *to request that local government withdraws... and puts out....* -- требовать чтобы местное правительство отозвало ... и выпустило ...
- *my next step will be to get in touch...* -- мой следующий шаг будет заключаться в том чтобы войти в контакт ...
- *proposal needs to be sent out* -- предложение нужно отправить
- *I believe that what you are doing is against the law* -- я считаю, что-то, что вы делаете является нарушением закона
- *within two days* -- в течение двух дней
- *I would formally like to request* -- я бы хотел официально запросить
- *Look forward to a prompt reply* -- ждем оперативного ответа

Formal email: no contracted forms, special punctuation, greeting

Special grammar: Causative have/get; too/enough и so/such

Grammar

▼ Intensifiers: too / enough, so / such



- **so** (so = very)
so + adjective: It's so hot today
so + adverb: I have so much work to do today; You can run so quickly; You eat so slowly
Replaced to: very
- **such** (such = very)
such + adjective: They are such a good family; We had such a good time at the park;
such + noun: You are such a genius; You are such a teacher;
Replaced to: very much
- **too** (means a lot of something, usually used in a negative manner)
too + adjective: My boss at work is too mean; That test was too hard;
too + adverb: You are speaking too quickly; You are talking too loudly;
Replaced to: extremely
- **enough** (having much/as many as required)
enough + noun: We don't have enough toilet paper; He has enough food for the dinner party;
adjective/verb + enough: Are you comfortable enough? I'm not sure if I have trained enough for the race
Replaced to: to the required amount

▼ Causative have / get



Causative verbs: [have, get, make, let]

Basic concept:

- you don't do the action
- someone else do the action
- you are in control

Paying for a service:

- have/get (*have is more formal, get is less formal*)

have/get + *something* + verb 3

- I iron my shirts every week → I have/get my shirts ironed every week.
- I repaired my window → I had/got my window repaired.
- I'm having my pool cleaned tomorrow.

[!] We don't talk about the person doing the action

Ask / convince / persuade:

- have/get (have = i ask them to do this, get + how can I get convince them / do you have any tricks or technics)

have + someone + verb 1 || get + someone + to + verb 1

- I'll have him take a look
- I can't get my 6-month-old son to sleep!
- I have my students put their works on my desk before lesson starts.
- How do you get your students to listen to you?

Writing

From: Artyom Fadeyev

Subject: the gas company has changed too much on my last bill

I'm writing regarding an incorrectly billed gas bill for last month that I received recently.

I **have** my gas bill paid every month. I'm complaining because the gas bill for the last month is different from the previous set price per cubic meter of gas.

Also, I wanted to ask some of my neighbors, but there was no one at home. They have **so** much work today. I'll **have** them take a look.

To solve this problem, I would like you to issue invoices that meet the established requirements of our house or **formally confirm** the bill change. When I first evolved aware of this problem, I called your company. They told me there was nothing to do about it. I believe that this answer is unfair because I did not receive any document that would confirm the actual increase in prices.

I **look forward to a prompt reply** from you to resolve this issue. If I do not hear from you **within five days**, I will file complaints with the appropriate consumer agencies and consider my legal alternatives. Enclosed are copies of my receipts for the last two months. You can reply to this email or call me at +123456789. You are **such** good company. Let's avoid a conflict.

Sincerely, Artyom