

Head Office
Café Royale
7 Charlton Road
Milton Keynes
MK1 5GB

14 Hampden Crescent
Cheltenham
Gloucestershire
GL50 1QVB

Dear Sir / Madam,

¹ I am writing to complain about a meal my family and I had in the Café Royale restaurant in Market Square last Saturday night.

We have eaten in this restaurant ² _____ and the background music has always been very low and ³ _____. However, ⁴ _____ the music was terribly loud, almost deafening. When the waiter took our order, I asked him politely if he could turn the music down, which he did.

However, while we were eating our main course, the music was turned up again and we could hardly hear ourselves speak. This time I asked to see the manager. She spoke to us in ⁵ _____ and unfriendly manner. She told us that we were the only customers who had ever complained about the music and ⁶ _____ turn it down. We were so angry we decided to leave without having dessert or coffee.

I have eaten in other branches of Café Royale all over the country, but I ⁷ _____ unless I receive an explanation and apology for the ⁸ _____ we received.

⁹ _____,

Joseph Clements

Joseph Clements

a Read the letter and answer the questions.

- 1 Who is the letter to?
- 2 Why is Joseph writing?
- 3 What does he hope to achieve?

b Complete the letter with the more formal of the two phrases.

- 1 I'm writing / I am writing
- 2 lots of times / on many occasions
- 3 pleasant / nice
- 4 on this particular evening / when we were there this time
- 5 a really rude / an extremely rude
- 6 said she wouldn't / refused to
- 7 will not do so again / won't go there again
- 8 unacceptable treatment / awful treatment
- 9 Best wishes / Yours faithfully

c Last week you had a bad experience in an expensive hotel. When you get home you decide to write a letter or email to complain. Look at the Useful language expressions and make sure you know how to use them.

Useful language

Typical openings

Dear Sir / Madam,

Dear Mr Waters,

I am writing to complain about...

I am writing to express my dissatisfaction with...

Typical endings

I look forward to hearing from you.

Yours faithfully (when you begin Dear Sir / Madam)

Yours sincerely (when you begin Dear Mr Waters)

PLAN the content.

- 1 Decide where you were staying and imagine what problems there might have been. What kind of problem would make you complain?
- 2 Decide what you would like the hotel to do.

WRITE 120–180 words, organized in three or four paragraphs (reason for writing, details of the problems, conclusion / request for action). Use a formal style (no contractions or colloquial expressions). Use the phrases in b and in Useful language.

CHECK your letter for mistakes (grammar , punctuation , and spelling).

