**[Question]**

**The telephone company has mailed the telephone bill to the wrong address.**

**Write to the telephone company. In your letter, you should**

**Tell them how you find the problem out**

**State what problems it has caused you not receiving the phone bill**

**Tell them what you want them to do**

Dear Sir or Madam,

I’m writing this letter to complain ~~a customer’s~~ about my dissatisfaction ~~about~~ regarding the ~~a~~ wrong delivery of my telephone bill, which has brought me some considerable trouble.

I ~~have opened up~~  signed up for a new telephone number two months ago. Strangely, I haven’t received any bills ~~that~~ to notify me to pay the phone fee for the last two months. It wasn’t until two days ago when my neighbor handed me my bills that I realized they had been ~~were~~ delivered to my neighbor’s address instead of mine.

I have suffered two problems due to not receiving bills. Firstly, I have been given ~~punished for~~ an extra fee because of not paying the bill punctually. Secondly, my line was cut ~~out~~ for delaying payment ~~of~~ by two months.

I would like your company to ~~recover~~ restore my phone access instantaneously as well as withdrawing the penalty. Furthermore, please correct my address ~~as~~ to 12 Hill Road instead of 14 Hill Road, which is my neighbor’s.

I hope you can take immediate action soon in order to rectify the situation. Please contact me if you require any additional information. Thank you very much in advance.

Yours sincerely,

Jimmy Huang

**COMMENTS**

You have covered the points in the task clearly, other than some misunderstanding in the first sentence.

The vocabulary is formal and a polite but formal tone is adopted throughout the letter. Please note, however, the sentences and phrases I have added to the final paragraph. Occasionally the WW is used, but the meaning is clear.

There are some issues with grammar – particularly WT, but again, the meaning is clear and the grammar is used to good effect.

The letter is also written in the correct formal and has a logical and clear structure

**Young people are now less respectful and polite than before.**

**What are its causes and what measures can be taken to solve this problem?**

Nowadays, one of the most noteworthy issues is that the younger generation is not as courteous as the older generation used to be. There are some factors that contribute to this phenomenon. In this essay, I will analyze these causes and also propose some possible solutions.

One of the reasons why young people are becoming disrespectful is that they consider themselves superior to others in some aspects. The youths tend to receive more educational resources and gain more travel experience than before. Therefore, they may perceive themselves as being on a par with those who they should respect ~~to~~ and learn from. In addition, the number of children per family is becoming increasingly fewer than before, which naturally makes parents concentrate resources on a single child and spoil them.

To tackle this problem, there are numerous measures which can be taken into account. The most fundamental one is to educate young people about the importance of courtesy when they are younger. That is to say, it is paramount to instill the concept of politeness into their minds before they are negatively influenced by the environment. Furthermore, parents should shoulder the responsibility of not being indulgent to their children’s unruly behavior.

In conclusion, young people’s impoliteness and disrespect could be attributed to many factors, such as the advantages of their upbringing and parents’ indulgent attitude. The solutions to this phenomenon are that young people should be educated about the importance of courtesy and parents shouldn’t be too permissive toward their children’s disrespectful behavior.

**COMMENTS**

There are only minor errors in grammar and vocabulary and clarity and structure are both excellent. In CC, LR and GRA you would score highly.

The flaw in this essay is that you need to develop the ideas in your essay a little bit more, for example by adding an example or explanation. The points about spoiled children and permissive parents at the end of the paragraphs are not really extended enough and fell added on to the subject of the paragraphs. Either:

* Add another sentence to each paragraph to expand the ideas, or
* Drop those ideas (although good) and add more detail to the other ideas.