**[Question]**

**You travelled by plane recently and your suitcase was damaged.  
Write a letter to the airline and in your letter:**

**• inform the airline of when and to where you travelled  
• describe your suitcase  
• ask what action you expect the airline to take**

Dear Sir or Madam,

I’m writing to complain about damage to my luggage on my recent trip with your airline. I am a frequent traveler in favor of your company,so I really hope you can take this case seriously and promise me this will never happen again in the future. {how could they possibly do this? This is not appropriate]

The flight was scheduled to take off three days ago at 6 am on the 15th of July from Taipei to New York. I arrived in New York airport only to find my lovely suitcase was completely out of shape.[put your response to each question in its OWN paragrpah] My suitcase is a medium-sized and solid black one with a teddy bear on its back. I believe one of your crew noticed this accident at that time. To my surprise, she didn't do anything to compensate me for this or ask me for any claim of damage. Instead, she rushed me to leave the waiting room with a mean attitude.

I am very disappointed with your quality of service and that cabin crew member. Therefore I request your company to explain this whole accident to me formally. In addition, I think the bad-mannered crew owes me an apology. Most importantly, please make any type of reimbursement if this accident was caused by your crew’s recklessness. The request here is not great "if this accident was caused by your crew’s recklessness" - so if they say it was not? I would just ask for compensation {as clearly it is the airlines fault whether it is due to "crew’s recklessness" or some other cause.

Yours sincerely,

Jimmy SURNAME needed

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| --- | --- | --- |
|  | **Estimated**  **Grade** |  |
| Task response | 7 | **All three questions are answered well**  Jimmy SURNAME needed  this accident |
| Cohesion and coherence | 6-7 | **ALWAYS put the answer to each question in its own paragraph**  **Misleading and sounds like the plane did leave on time or something**  The flight was scheduled to take off three days ago |
| Vocabulary | 6-7 | **Errors with word choice:**  my recent trip with your airline  The flight was scheduled to take off three days ago  noticed this accident at that  **Errors with word endings:**  I believe one of your crew have time. |
| Grammar | 6-7 | **Errors with sentence structure**  I’m writing to complain about damage to my luggage on my recent trip with your airline. I am a frequent traveler in favor of your company,so I really hope you can take this case seriously  I believe one of your crew noticed this  To my surprise, she didn't do anything to compensate me for this or ask  I am very disappointed with your quality of service and that cabin crew member. |
| overall | 6.5-7 | Most likely 6.5. I don’t feel this is as strong as the other letter. Most importantly, **ALWAYS put the answer to each question in its own paragraph** |