

Write a letter to report a problem

WRITING

LEVEL
Intermediate

NUMBER
EN_BE_3211W

LANGUAGE
English

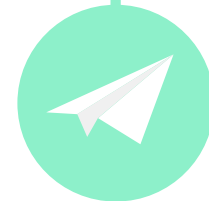




Goals

- Can list and explain the features of an effective formal letter.
- Can write a straightforward and well-structured formal letter to report a problem, using the past simple and present perfect.





Sometimes it's best to write a letter to
report a problem.

A letter to **report a problem** should
normally be **formal.**

The letter should **clearly explain** what
the **problem** is and might also **make**
suggestions for what you would like to
happen next.



Preview and warm-up

- When writing a letter to **report a problem**, it's important that the text is **clear and easy to understand**.
- You should give **full details** of **what happened**, **explain why** this is a problem, and then try to find out what can be done to **resolve the problem**.



Have you ever had to write a letter to report a problem?



Reporting the problem

- It's good to begin the letter by **clearly explaining** the **details** of the problem.
- Remember, it's difficult to **fix** the problem if the person you are writing to doesn't know what the problem is!

- Include **when** the problem happened.
- Write about exactly **what** the problem was.
- Give **full details** of the problem.
- **Explain how** this **affected** you.





Reporting the problem

- When you write a letter to report a problem you will need to give all the information about the timing of the problem.
- Remember to use the **past simple** tense for events that are finished and use the **present perfect** tense for events that have a connection to the present moment

- The problem started on Monday at 10am.
- The internet connection has now been broken for 5 days.
- I called your department 3 times yesterday.
- We haven't had any response from you this week.





Staying polite when reporting the problem



- Remember, even if you are very angry, it's always important to keep your letter **formal** and **polite**.

- There are lots of ways to report a problem that are both **direct** and **polite**.

- This is a major problem that must be resolved as soon as possible.
- I am very disappointed and hope to hear from you as soon as possible.
- I am sure you are aware that this is a big problem. I look forward to hearing your answer very soon.



Closing the letter



- You can close a letter to report a problem in a similar way to other formal letters in English.
- However, remember to include your contact details so that the person you are writing to can contact you to resolve the problem!



Should you require any further information, please do not hesitate to contact me. I look forward to your response and expect to hear from you very soon.

Yours sincerely,



Vocabulary review slide

mistake

report

something
wrong

broken

fix

not working



damaged



Sentences slide



I would like to **report** a problem.

I think there has been a **mistake**.



There is something **wrong** with the product.

The product is **broken**.





Sentences slide



The television is **not working**.

Please could you tell me how you will
fix this problem.



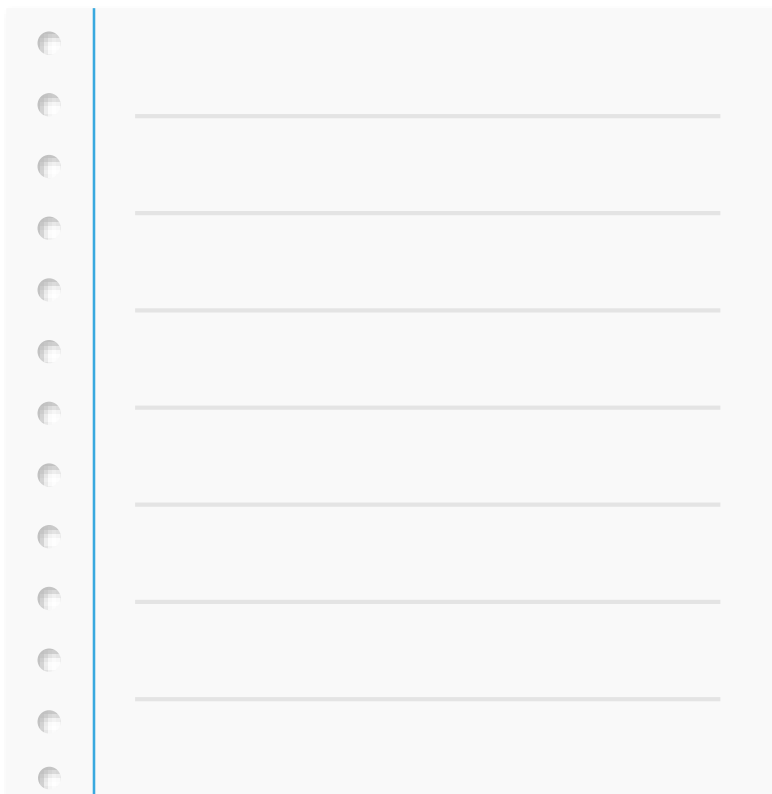
The sofa is **damaged**.



Problems at work

Look at the picture below. Make a list of all the different kinds of problems you might have to report at work.

Have you ever had to report a problem at work?





Complete the sentences

Complete the sentences using new vocabulary from the previous slides!

1. I think there is _____ with this telephone.
2. Please could you send someone to _____ the telephone.
3. The statue has been _____ in the post.
4. I would like to _____ a problem.
5. Oh dear, I dropped the plate and it is _____.



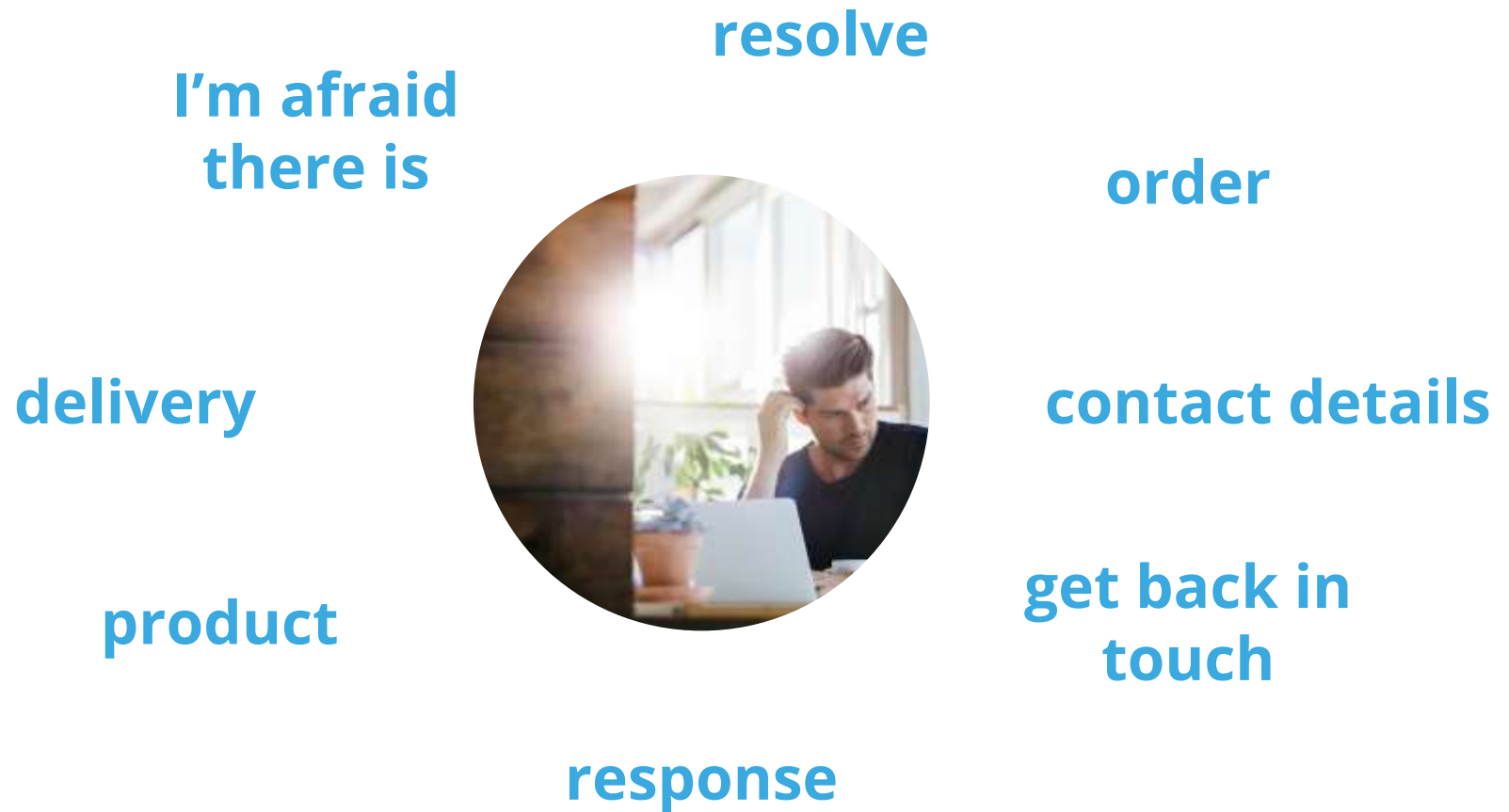
Explaining a problem

Think about one example problem you might have for the subject in each photo. Practise writing sentences to explain each problem that you think of.





Vocabulary review





Sentences slide



I'm afraid there is a problem with the internet connection.

Could you tell me how you plan to **resolve the problem** please?



The delivery is now 3 days **late**.

I have included my **contact details**.





Vocabulary review



Please could you get **back in touch** before the end of the week.

I would **appreciate** a **fast response**.



There is a **problem** with the **product**.

It is not what I **ordered**.





Problems at home and work

**Look at the topics on the cards below. Try to think of an example of a problem you have experienced, or might experience in each category.
Did you write a letter to report the problem?**

travel	post office
internet	telephone
washing machine	late delivery
car	computer
at work	on the road





Practise using the new vocabulary

Can you make one sentence with each of the new items of vocabulary on the cards below?





Brainstorm

Quick! Brainstorm what you have learnt so far about how to write a letter to report a problem. What new vocabulary and phrases can you remember? What tips have you learnt?



reporting a
problem



Complaint letter

	-	□	×
<p>thelandlord@lingoda.house</p>			
<p>I am very angry!</p>			
<p>Dear Landlord,</p> <p>I am writing to you because I am very angry. We have asked you, several times, to clean away the rubbish at the front of our building. It has been there for 2 weeks! It is really smelly and everyone is fed up with it!</p> <p>I have called and emailed you. If you don't move it soon, we are going to call the police. We are worried we might get rats in the building! This is all your fault!</p> <p>Sort it out as soon as possible.</p> <p>A very angry resident</p>			

**Do you think this is a good example of reporting a problem?
What would you change about the letter?**



Letter to report a problem: short example

Letter to report a problem

Dear Ms Bright,

I am writing to report a problem with a recent order. On 26th January, I ordered 50 lightbulbs from Green Lighting Company. First, the order was two weeks late and arrived on February 21st instead of February 7th, as requested. Then, when we opened the box we found that your company had sent us only 10 lightbulbs, not 50.

We need these lightbulbs as soon as possible for our office. Please can you contact me as soon as possible? I would like the problem resolved this week. My phone number is 12345678.

Thank you very much.

Yours sincerely,
Mr Angry

Read the example above of a letter to report a problem.



Fill in the gaps to report a problem

Dear Ms Bright,

I am writing to report a problem _____.
_____. First, _____. Then,
_____.

We need _____. Please can you _____.
My phone number is 12345678.

Thank you very much.

Yours sincerely,
Mr Angry



E-Mail writing activity

Now it's your turn! Write your own letter to report a problem, try to write at least 200 words. You can choose the problem that you want to report.

The image shows a simplified email composition window. At the top right, there are three window control buttons: a minus sign, a square, and a red 'X'. Below these, there are two input fields. The first is labeled 'To:' and is empty. The second is labeled 'Subject:' and is also empty. Below these fields is a large rectangular area for the email body. This area contains several horizontal lines for writing, with the first line being slightly indented from the left margin.



Long letter example to compare

Long letter to report a problem

Dear Ms Ice,

I am writing to report a problem at Littlefields Shopping Centre. Since Tuesday we have had no heating in the shopping centre. I have tried to call your service centre but I haven't yet received a response. The heating first stopped working on Monday morning, but then was working again for a short time on Monday evening. However, since Tuesday morning it has been broken.

Our customers are very cold and this is affecting business. We need the heating fixed as soon as possible. This is a big problem as I am sure you will understand. We are very disappointed and hope to hear from you soon. Please call our reception on 01456789 as soon as possible.

Yours sincerely,
Nikki Cold



Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



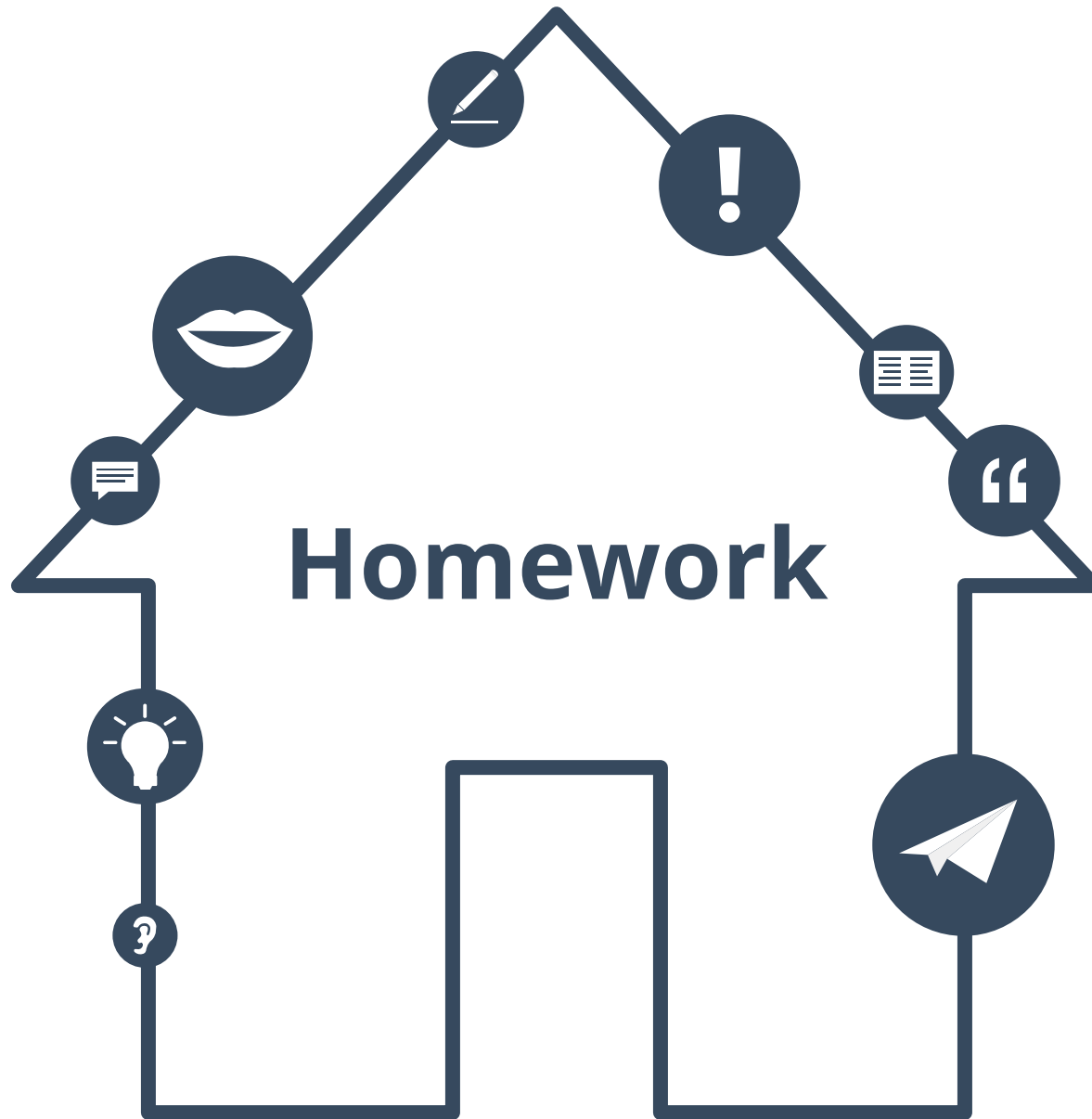
If you have time, go over
the most difficult slides again



Answer key

Activity p. 13

something wrong, fix, damaged, report, broken





Homework e-mail writing activity

Now write an e-mail to report a problem! Remember to practise using the new phrases and vocabulary from this class. You can choose what the problem you are reporting is, maybe a problem you often have at work. Or something that happened in the past at home, or in the office.

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To:

Subject:

Dear Mr X,



Homework writing activity

A friend of yours often has to write letters to report problems. Now that you have completed this class, make some notes below for them. Write down the most important phrases and vocabulary from the lesson and include some sample sentences that they might want to use in their letters!

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