

Road to HKDSE**Writing Notes 3 (Letter to the Editor and organizations 給編者和組織的信)****Written By: 金娜娜 Nana nadal129@yahoo.com.hk****A. Letter to the Editor (給編者的信)**

格式一

Dear Sir / Madam,

Opening (開端)**Body (內文)****Conclusion (總結全文 + 期望)****Yours faithfully,**

Chris Wong

Chris Wong

格式二

Dear Editor,

Opening (開端)

Body (內文)

Conclusion (總結全文 + 期望)

Yours faithfully,

Chris Wong

Chris Wong

B. Letter to organizations (給組織的信)

格式一 (不知收件人姓名)

Dear Sir / Madam,

Opening (開端)

Body (內文)

Conclusion (總結全文 + 期望)

Yours faithfully,

Chris Wong

Chris Wong

格式二 (知道收件人姓名)

Dear Mr. Leung,

Opening (開端)

Body (內文)

Conclusion (總結全文 + 期望)

Yours sincerely,

Chris Wong

Chris Wong

Different Types of Letters to the Editor / Letters to Organizations

Reasons / Effects / Describe the situation		Suggestions / Recommendations
	題目	考核重點
1	<p>Learning English through Popular Culture</p> <p><u>The human desire to look attractive is universal</u> and because of this, <u>cosmetic surgery</u> is now a multi-million dollar industry. Write <u>a letter to the editor</u> of the <i>Hong Kong Express</i> about <u>the obsession with physical beauty</u>. (HKDSE English 2012 Q6)</p>	<p>沒有明確的指引</p> <p>建議寫法:</p> <p>a. Reasons + Suggestions</p> <p>b. Effects + Suggestions</p>
2	<p>Learning English through Social Issues</p> <p>You suspect that <u>your neighbours are treating their pets badly</u>. Write a <u>letter to the Society for the Prevention of Cruelty to Animals (SPCA)</u> showing <u>your concern</u> and <u>give details of any incidents of abuse</u> you are aware of. <u>Suggest what could be done to ensure the welfare of the pets and say why these measures are urgent</u>. Sign your name 'Chris Wong'.</p> <p>(HKDSE English Sample Paper Q9)</p>	<ol style="list-style-type: none"> 1. Showing concern 2. Give details of incidents 3. Suggest what could be done
3	<p>Learning English through Social Issues</p> <p>Many people say that <u>private school bus operators do not follow proper safety procedures</u> when dealing with young children and they argue that this may pose a <u>danger</u>. Write a <u>letter</u> to the <u>Bus Operators Association of Hong Kong</u> to <u>express your concerns</u> and <u>give three recommendations</u> for how private school bus services can be improved. (HKDSE English 2013 Q4)</p>	<p>建議寫法:</p> <ol style="list-style-type: none"> 1. Expressing concerns 2. Describe the problem 3. Effects of the problem 4. Three recommendations
4	<p>Learning English through Poems and Songs</p> <p>The Hong Kong Central Library is holding <u>a language arts festival during the summer break to enhance students' interest in learning English</u>. Secondary schools have been asked to submit their suggestions for activities at the festival.</p> <p>As the <u>chairperson of the school's Poetry Club</u>, your teacher has asked you to <u>write a letter to the Central Library suggesting two interesting activities</u>. You should also <u>explain how these activities would increase students' interest in learning English</u>.</p> <p>(HKDSE English 2015 Q8)</p>	<ol style="list-style-type: none"> 1. Write a letter to the Central Library 2. Suggesting two interesting activities to raise students' interest in English

	題目	考核重點
5	Learning English through Short Stories	1. Choose an author for the activity and explain why
6	Learning English through Sports Communication	1. Write a letter to Ms Chan, your principal

Express your views (☺ / ☹)		
7	<p>Learning English through Poems and Songs</p> <p>You recently read a letter to the editor of the Hong Kong Express which <u>said that songs which contain foul language have a negative influence on society</u>. However, you believe we all have the right to freedom of speech and these songs are just a means of expression. Write a <u>reply to the editor expressing your views</u>. (HKDSE English Practice Paper Q4)</p>	<p>1. A reply to the editor</p> <p>2. You believe.....</p> <p>3. Expressing your views (一定要明確表達立場)</p>
8	<p>Learning English through Sports Communication</p> <p>There is talk of <u>certain schools removing PE lessons from the curriculum so students can concentrate more on academic subjects</u>. Write a <u>letter to the Secretary of Education expressing your views</u> on the proposal. (HKDSE English Practice Paper Q6)</p>	<p>1. Expressing your views (一定要明確表達立場)</p>
9	<p>Learning English through Social Issues</p> <p>Some people believe that <u>filming movies in the city centre</u> should not be allowed. Others support it. Write <u>a letter to the editor</u> of the Hong Kong Daily <u>giving your opinions</u>. Provide <u>three reasons</u> to support your point of view. (HKDSE English 2014 Q4)</p>	<p>1. Giving your opinions.</p> <p>2. Provide three reasons.</p>
10	<p>Learning English through debating</p> <p>Currently, only a small number of students in your school have <u>access to school lockers</u>. As the chairperson of the Student Union of your school, you have collected the views of students from different classes on this issue. Write <u>a letter to Ms Lee, your school Principal, to persuade her to change the policy on lockers</u>. (HKDSE English 2014 Q5)</p>	<p>1. Write a letter to your school principal</p> <p>2. Persuade her to change the policy on lockers</p> <p>建議寫法:</p> <p>a) Why should more students have access to lockers?</p> <p>b) Rebuttal</p>

11	<p>Learning English through Debating</p> <p>Many parts of Hong Kong's harbour front are still undeveloped. Some suggest <u>using these areas for housing and commercial use</u>, while others argue that <u>such areas should be left as open space for public use</u>. Write to the editor of the <i>Hong Kong Daily</i> stating your opinion <u>either for or against</u> leaving these areas open for public use. Justify your point of view with <u>three reasons</u>. (HKDSE English 2015 Q5)</p>	<ol style="list-style-type: none"> 1. Write to the editor of the <i>Hong Kong Daily</i> 2. Stating your opinion on whether undeveloped areas in the harbour front should be used for housing and commercial purposes or left open for public use 3. Provide three reasons
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Introduction of an activity	Benefits of an activity
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12	<p>Learning English through Workplace Communication</p> <p>You are an intern at Hong Kong Correctional Services. The government has launched a campaign called <u>Second Chance</u> to <u>encourage employers to recruit reformed criminals or drug addicts</u>. Write a letter to all <u>Hong Kong businesses outlining the new project, explaining the benefits and persuading them to join the scheme</u>. (HKDSE English 2012 Q8)</p>	<ol style="list-style-type: none"> 1. Outlining the new project 2. Explaining the benefits 3. Persuading them to join the scheme
13	<p>Learning English through Sports Communication</p> <p>A local fitness centre is being renovated. As the chairperson of your school's Sports Club, write a letter to <u>ask the fitness centre to donate some of their old equipment to your school</u>.</p> <p>In your letter, <u>describe how the donation could benefit your school and the fitness centre</u>. (HKDSE English 2014 Q2)</p>	<ol style="list-style-type: none"> 1. Ask a fitness centre to donate equipment 2. Describe the benefits of the donation.

Describe the situation	Outline the point of view	Explain why
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14	<p>Learning English through debating</p> <p>Recently, you have heard several people <u>making complaints</u> which you thought were <u>unreasonable</u>. Write <u>a letter to the editor</u> of the Hong Kong Post about this. In your letter, <u>describe the situation</u> which some people complained about, <u>outline the point of view of the complainants</u>, and <u>indicate why</u> you think these people are <u>unreasonable</u>.</p> <p>(HKDSE English 2013 Q5)</p>	<ol style="list-style-type: none"> 1. Describe the situation 2. Outline the point of view of the complainants 3. Indicate why ... are unreasonable
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Describe a complaint	Suggestions
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15	<p>Learning English through Workplace Communication</p> <p>You are <u>a summer intern</u> working in <u>Hong Kong Mobile's customer services department</u>. Your job is to handle complaints about your company's products and services. As part of your duties, you are required to inform your manager about the complaints received and outline possible solutions. <u>Write an email to Jackie Lee, the manager of the customer services department, summarizing details of a recent complaint and suggesting three possible actions</u> that could be taken to deal with this complaint. (HKDSE English 2015 Q6)</p>	<ol style="list-style-type: none"> 1. Write an email 2. Summarizing details of a recent complaint 3. Suggesting three possible actions
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16	<p>A recent article in the <i>Young Post</i> suggested that an 8:00 a.m. start to the school day makes students feel tired and sleepy. Write to the editor of the <i>Young Post</i> expressing your views on the following:</p> <ul style="list-style-type: none"> - <u>why students feel tired</u> - <u>whether or not a 9:00 a.m. start will solve the problem</u> <p>Some parts of the letter have been given to you.</p> <p>(HKDSE English 2015 Q1)</p>	<p>1. why students feel tired</p> <p>2. whether or not a 9:00 a.m. start will solve the problem</p>
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Part A Short Writing

影響 + 建議 (格式一)

Effects		Suggestions / Recommendations
上款	Dear Sir/Madam,	
Paragraph 1 (寫作目的)	<p>1. <u>表示對某議題的關注</u></p> <p>2. <u>介紹議題背景</u></p> <p>3. 介紹文章各部分 (影響 + 建議)</p>	

Paragraph 2 (影響一)	<ol style="list-style-type: none"> 1. <u>標題句 (影響)</u> 2. 問題背景 3. <u>影響 (較輕微 / 短期)</u>
Paragraph 3 (影響二)	<ol style="list-style-type: none"> 1. <u>標題句 (影響)</u> 2. 問題背景 3. <u>影響 (較嚴重 / 長期)</u>
Paragraph 4 (承接上文，開啟下文)	<ol style="list-style-type: none"> 1. 有鑑於上述影響，提出以下建議
Paragraph 5 (建議一，要針對影響一)	<ol style="list-style-type: none"> 1. <u>標題句</u> 2. 建議<u>原因</u> / 建議<u>好處</u> 3. 建議的<u>具體實施方法</u> 4. <u>總結句</u>，強調建議可解決問題
Paragraph 6 (建議二，要針對影響二)	<ol style="list-style-type: none"> 1. <u>標題句</u> 2. 建議<u>原因</u> / 建議<u>好處</u> 3. 建議的<u>具體實施方法</u> 4. <u>總結句</u>，強調建議可解決問題
Paragraph 7 (總結)	<ol style="list-style-type: none"> 1. 再次指出問題影響 2. 強調建議有助解決問題
下款	<p>Yours faithfully,</p> <p>Chris Wong</p> <p>Chris Wong</p>

影響 + 建議 (格式二)

Effects		Suggestions / Recommendations
上款	Dear Sir/Madam,	
Paragraph 1 (寫作目的)	1. <u>表示對某議題的關注</u> 2. <u>介紹議題背景</u> 3. 介紹文章各部分 (影響 + 建議)	
Paragraph 2 (影響一)	1. <u>標題句 (影響一)</u> 2. 問題背景 3. <u>影響 (較輕微 / 短期)</u>	
Paragraph 3 (建議一，要針對影響一)	1. <u>標題句</u> 2. 建議 <u>原因</u> / 建議 <u>好處</u> 3. 建議的 <u>具體實施方法</u> 4. <u>總結句</u> ，強調建議可解決問題	
Paragraph 4 (影響二)	1. <u>標題句 (影響二)</u> 2. 問題背景 3. <u>影響 (較嚴重 / 長期)</u>	
Paragraph 5 (建議二，要針對影響二)	1. <u>標題句</u> 2. 建議 <u>原因</u> / 建議 <u>好處</u> 3. 建議的 <u>具體實施方法</u> 4. <u>總結句</u> ，強調建議可解決問題	
Paragraph 6 (總結)	1. 再次指出問題影響 2. 強調建議有助解決問題	
下款	Yours faithfully, Chris Wong Chris Wong	

HKDSE English 2012 Q6

Learning English through Popular Culture

The human desire to look attractive is universal and because of this, cosmetic surgery is now a multi-million dollar industry. Write a letter to the editor of the *Hong Kong Express* about the obsession with physical beauty.

上款	Dear Sir/Madam,
Paragraph 1 介紹	<p>1. 寫信目的</p> <p>As a regular reader of your column who <u>takes heed of the prevalent trend</u> in cosmetic surgery, I am writing to bring to the public's attention the seriousness of such a phenomenon.</p> <p>2. 背景介紹</p> <p>In a <u>prosperous metropolis</u> such as Hong Kong, many <u>perceive</u> appearance and attractiveness <u>equivalent to</u> true beauty and <u>proceed to</u> undergo such surgery in pursuit of desired perfection. The obsession with such surgery has <u>infected</u> many in a way that, if not <u>rectified</u>, will soon be <u>beyond redemption</u>.</p>
Paragraph 2 承認整容的存在 在價值	<p>1. 標題句</p> <p>Undeniably, treating cosmetic surgery as nothing but a <u>scourge</u> would indeed be subjective and unfair.</p> <p>2. 詳細解釋</p> <p>In some cases like air crash accidents in which one's face is <u>brutally tattered</u>, cosmetic surgery can act as a reasonable method of <u>restoring</u> one's appearance and life <u>to normality</u>. For instance, a victim of the Lganga petrol fire claimed cosmetic surgery was a blessing saving him from facial scarring and <u>mental devastation</u>.</p>

<p>Paragraph 3</p> <p>整容禍害1</p>	<p>1. 標題句</p> <p>While the above stands firmly as a justified reason for cosmetic surgery, we have to recognize that the surgery is <u>associated with</u> enormous health risks.</p> <p>2. 詳細解釋</p> <p>Granted, our technology is <u>evolving</u> at a dramatic and <u>unprecedented</u> pace. Nevertheless, the risks of such surgery are still there, waiting for the next victim. In this decade, there have been accidents related to cosmetic surgery. Some people's cheeks decay in the wake of the injection of Botox, whereas some are <u>visually impaired</u> after <u>eyelid</u> surgery. In the case of an allergy, some unfortunate victims may even end up paying the ultimate price – death.</p> <p>3. 總結句</p> <p>Like a minefield, sugar-coated cosmetic surgery can become a ticket to <u>lifelong misery</u> and regret.</p>
<p>Paragraph 4</p> <p>整容禍害2</p>	<p>1. 標題句</p> <p>Furthermore, cosmetic surgery has <u>distorted the moral value</u> in our society.</p> <p>2. 詳細解釋</p> <p>In a society where physical appearance is the <u>yardstick</u> of beauty, <u>the blind quest to</u> remove each and every <u>blemish</u> is ubiquitous. Take a stroll down the street and you will come across many <u>billboards</u> displaying <u>mesmerizing</u> models with oval faces and <u>unblemished</u> skin. With such a high bar, it is no surprise that even a <u>pimple</u> as small as a strawberry seed is considered as <u>mortifying</u> as a <u>dreadnought</u>. In such a <u>blind pursuit of</u> perfection, many will then <u>embark on their trip</u> to cosmetic surgery and physical beauty. Obsessed with appearance, seldom will they <u>spare efforts</u> on their inner beauty. As Ellen DeGeneres once said, "beauty comes from beneath the skin."</p> <p>3. 總結句</p> <p>Sadly, with the spread of such a cosmetic epidemic, this moral is starting to <u>fall into oblivion</u>.</p>

<p>Paragraph 5</p> <p>過渡段</p>	<p>1. 承上</p> <p><u>Merely calling for a halt</u> to such a trend may appear to be <u>a hollow talk</u>.</p> <p>2. 啟下</p> <p>However, there are many <u>concrete</u> things the government can do to defeat this <u>alluring</u> monster of cosmetic surgery.</p>
<p>Paragraph 6</p> <p>建議1</p>	<p>1. 標題句</p> <p>To commence with, the government should regulate cosmetic surgery through setting up law and stepping up law enforcement.</p> <p>2. 詳細解釋 (具體方法 + 好處)</p> <p>In the short run, the government should restrict advertisements of cosmetic surgery. At a more extreme level, the government could <u>prohibit</u> all forms of discounts or offers, and slogans like “Super Smooth Summer Surgery” or “New Year, New Face”. Moreover, similar to the treatment of cigarettes, it is essential for the government to require surgery companies to insert a visible <u>deterrent</u> like “Cosmetic surgery may lead to <u>permanent disfiguration</u> and death”.</p> <p>3. 總結句</p> <p>Through minimizing <u>public exposure</u> to this surgery can such an obsession with plastic surgery be <u>mitigated</u>.</p>

<p>Paragraph 7</p> <p>建議2</p>	<p>1. 標題句</p> <p>Another preventive measure falls into the category of education.</p> <p>2. 詳細解釋 (具體方法 + 好處)</p> <p>Arguably, the significance of inner beauty should be <u>instilled in</u> children's <u>impressionable minds</u>. By holding more talks organizing movie sessions in schools, putting up commercials as well as organizing public campaigns discouraging cosmetic surgery and emphasizing inner beauty, children will soon realize they are beautiful for who they are, not how they look.</p> <p>3. 總結句</p> <p>With tough government legislations and long-term public education, teenagers will understand the <u>superiority</u> of morality and inner beauty and say no to plastic surgery.</p>
<p>Paragraph 8</p> <p>總結</p>	<p>1. 總結內文</p> <p>The <u>overwhelming</u> obsession with cosmetic surgery is detrimental to our society. People from all walks of life should maintain a clear and critical mindset to <u>repel such a beast</u>.</p> <p>2. 期望</p> <p>Hopefully, through the effort of the government can we <u>prevail</u> in this long battle and <u>conquer</u> our addiction to physical beauty and plastic surgery.</p>
<p>下款</p>	<p style="text-align: right;">Yours faithfully,</p> <p style="text-align: right;">Chris Wong</p> <p style="text-align: right;">Chris Wong</p>

HKDSE English 2015 Q2

Learning English through Sports Communication

A number of your classmates have expressed their disappointment about physical education (PE) lessons at school, saying that the lessons are not interesting. As the chairperson of the Class Association, you have decided to reflect your classmates' opinions about this to your principal, Ms Chan.

Write a letter to Ms Chan explaining why your classmates are unhappy about existing PE lessons. You should then suggest two new activities that could be introduced in future PE lessons and explain why students would prefer such activities.

上款	Dear Ms Chan,
Paragraph 1 介紹	1. 寫作目的 I am writing to express my classmates' disappointment about the current Physical Education lessons. 2. 介紹全文內容 With their opinions in mind, as the chairperson of the Class Association, I will come up with two suggestions to share with you.
Paragraph 2 問題1	1. 標題句 First and foremost, the lack of variety of ball games has sparked dissatisfaction among my classmates. 2. 詳細解釋 Most of the activities in our PE lesson, if not all, are confined to traditional ball games: basketball, volleyball, football badminton, just to name but a few. It does not take much to realize that every PE lesson is just a repetition of the ones in the past few years. The class routine is so predictable that there must be a volleyball practice followed by two lessons of basketball. As a consequence, students are bored by such a system which they already regard as "attending" the lesson instead of " engaging in " it.

<p>Paragraph 3</p> <p>問題2</p>	<p>1. 標題句</p> <p>It might also be noted that the <u>passivity</u> of girls <u>has shaped</u> the <u>stuffy</u> environment of PE lessons.</p> <p>2. 詳細解釋</p> <p>Their <u>dearth</u> of skills <u>comparable to</u> boys definitely <u>erodes</u> girls' enthusiasm about PE lessons. As most boys in our class <u>have a liking for</u> basketball and football, girls think that they <u>pale in comparison to</u> their male <u>counterparts</u>, resulting in lower willingness to engage in PE lessons. Walking with a basketball chatting with their friends and shooting without aiming at the <u>hoop</u> are forceful illustrations of this phenomenon.</p>
<p>Paragraph 4</p> <p>過渡段</p>	<p>1. 承上啟下</p> <p>Having <u>delved into</u> the root of the problem, I <u>have conjured up</u> two suggestions for the school as a reference to lift students' involvement in PE lessons.</p>
<p>Paragraph 5</p> <p>建議1</p>	<p>1. 標題句</p> <p>The first solution is to introduce a new ball <u>incorporating</u> interesting cultural elements.</p> <p>2. 詳細解釋 (具體方法 + 好處)</p> <p>We, as students, often lack exposure to the depth of cultural meaning of sports in a society. Through the introduction of baseball – the national ball game of the USA and Japan, both teachers and students will have the opportunities to learn the <u>fanciness</u> of baseball and may even <u>probe into</u> the source of its craze in these countries. Furthermore, questions like “why has baseball not <u>taken Hong Kong by storm</u>?” can <u>reignite</u> students' interest in ball games as well as PE lessons. After such <u>intriguing</u> sessions, which are <u>in line with</u> one of the principles of education: encouraging the quest for knowledge of students, they can then set up a mini-game in the playground simulating the baseball stadiums such as the renowned one of New York Yankees.</p> <p>3. 總結句</p> <p>Arguably, the introduction of baseball can enhance students' understanding of sports' roles in different cultures by experiencing the game themselves.</p>

<p>Paragraph 6</p> <p>建議2</p>	<p>1. 標題句</p> <p>Apart from incorporating baseball into our Physical Education curriculum, it is also advisable for the school to promote <u>dodgeball</u> in PE lessons.</p> <p>2. 詳細解釋 (具體方法 + 好處)</p> <p>Dodgeball is designed to be played by both male and female as the ability gap between the two sexes is less significant in the sport. Whereas boys may be more <u>agile</u> to react to the dodgeball, girls, may have a more tricky and <u>meticulous</u> mind to “attack”. Such a balance in ability can motivate all students to play the game without the worries of being <u>outclassed</u>. A plus is that dodgeball requires a small <u>arena</u> to <u>accommodate</u> all players, or even the whole class.</p> <p>3. 總結句</p> <p>Apparently, harmony and <u>bonding</u> can be strengthened among classmates as a result.</p>
<p>Paragraph 7</p> <p>總結</p>	<p>1. 總結內文</p> <p>I hope that this letter may <u>shed some light on</u> our students’ dissatisfaction with PE lessons.</p> <p>2. 期望</p> <p>Though I am a <u>layman</u> to Physical Education, I firmly believe that this issue is a cause of school’s serious concern. It is earnest hoped that our classmates’ opinions are taken into consideration so that our <u>concerted efforts</u> can make our campus more <u>vibrant</u> and healthier.</p>
<p>下款</p>	<p style="text-align: right;">Yours sincerely,</p> <p style="text-align: right;">Chris Wong</p> <p style="text-align: right;">Chris Wong</p>

Content	7/7	7/7
Language	7/7	7/7
Organization	7/7	7/7
Total	21/21	20/21
	42/42 (5**)	

Describe the situation		Suggestions / Recommendations
	上款	Dear Sir/Madam,
	Paragraph 1 (寫作目的)	<ol style="list-style-type: none"> 1. <u>表示對某議題的關注</u> 2. <u>介紹議題背景</u> 3. 介紹文章各部分 (描述事件 + 建議)
	Paragraph 2 (事件一)	<ol style="list-style-type: none"> 1. <u>標題句 (簡述事件一)</u> 2. <u>詳細敘述事件 + 感受</u> 3. <u>影響</u>
	Paragraph 3 (事件二)	<ol style="list-style-type: none"> 1. <u>標題句 (簡述事件二)</u> 2. <u>詳細敘述事件 + 感受</u> 3. <u>影響</u>
	Paragraph 4 (承接上文，開啟下文)	<ol style="list-style-type: none"> 1. 有鑑於上述問題，提出以下建議
	Paragraph 5 (建議一，要針對事件一)	<ol style="list-style-type: none"> 1. <u>標題句</u> 2. 建議<u>原因</u> / 建議<u>好處</u> 3. 建議的<u>具體實施方法</u> 4. <u>總結句</u>，強調建議可解決問題
	Paragraph 6 (建議二， 要針對事件二)	<ol style="list-style-type: none"> 1. <u>標題句</u> 2. 建議<u>原因</u> / 建議<u>好處</u> 3. 建議的<u>具體實施方法</u> 4. <u>總結句</u>，強調建議可解決問題
	Paragraph 7 (總結)	<ol style="list-style-type: none"> 1. 強調問題嚴重性 2. 強調建議有助解決問題
	下款	<p>Yours faithfully,</p> <p>Chris Wong</p> <p>Chris Wong</p>

HKDSE English 2014 Q5 (Letter to the principal)

Learning English through debating Currently, only a small number of students in your school have access to school lockers. As the chairperson of the Student Union of your school, you have collected the views of students from different classes on this issue. Write a letter to Ms Lee, your school Principal, to persuade her to change the policy on lockers.

上款	Dear Ms Lee,
Paragraph 1 介紹	1. 寫信目的 I am writing to refer to you some of the views and suggestions that we have recently collected from our fellow schoolmates in regard to the use of school lockers. 2. 希望校方改變政策 After an in-depth analysis of their opinion, we conclude that it is advisable for the school to reconsider the policy on lockers.
Paragraph 2 政策流弊	1. 簡述流弊 Currently, the school lockers are available for sports teams only. We understand that they have a spate of sports equipment that must be stored at school, but our fellow schoolmates have similar needs too. 2. 開啟下文分析 Hence, I propose that school lockers should be made available to all students, based on the following reasons.

<p>Paragraph 3</p> <p>理據1</p>	<p>1. 標題句</p> <p>To commence with, the health risk <u>associated with</u> carrying a heavy bag every day is immense.</p> <p>2. 詳細解釋</p> <p>Due to the <u>tightly-packed schedule</u>, many of our students are carrying over eight textbooks on their back on every school day, <u>not to mention</u> other <u>necessities</u> like dictionaries, water bottles and reference books. Medical experts have pointed out that carrying heavy objects on one's back will lead to health problems on our <u>vertebral column</u>, like backache. To add adult to injury, junior form students are going through <u>puberty</u> and excessive burden on their back will jeopardize their physical growth.</p> <p>3. 總結句</p> <p>To prevent the aforementioned health risks, it is necessary for the school to change the locker policy and allow more students to have access to lockers.</p>
<p>Paragraph 4</p> <p>理據2</p>	<p>1. 標題句</p> <p>Apart from the health of students, the notion that every sport team needs access to a large number of lockers is <u>questionable</u>.</p> <p>2. 詳細解釋</p> <p>There is no denying that teams like the basketball team and the soccer team <u>comprise dozens of</u> players and they definitely require more lockers to store their bulky equipment. Nonetheless, it is worth noting that some of the teams may not be using the lockers very often. For instance, the table tennis team does not have bulky equipment like footballs and basketballs and most of the members bring their <u>rackets</u> home so that they can practise during weekends. Seldom are their lockers occupied. Apparently, this is <u>tantamount to</u> wastage of precious resources and it is not necessary for these teams to possess individual lockers.</p> <p>3. 總結句</p> <p>Hence, we suggest that the idle lockers should be allocated to other students who are <u>in desperate need</u>.</p>

<p>Paragraph 5</p> <p>駁論</p>	<p>1. 相反觀點</p> <p>It is understandable that the school is concerned about the <u>drawbacks</u> associated with the public use of lockers.</p> <p>2. 讓步</p> <p>Undeniably, there might be irresponsible students abusing the use of school lockers, such as storing their mobile phones inside the lockers or even damage the lockers.</p> <p>3. 反駁句</p> <p>Nonetheless, the school can take measures to prevent these problems instead of prohibiting students from using the lockers.</p> <p>4. 詳細解釋</p> <p>For example, the school can reach an agreement with students, clearly <u>stipulating</u> clear guidelines of properly using the lockers and setting a list of items that are <u>forbidden</u>. <u>Furthermore</u>, the school can also clearly state that students who damage the lockers must pay for the reconstruction of the lockers and will be disallowed from using them again.</p> <p>5. 總結句</p> <p>Through implementing these measures can the problem of locker abuse be prevented and more students can enjoy the benefits of using the lockers.</p>
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<p>Paragraph 6</p> <p>結論</p>	<p>1. 總結理據</p> <p>Safeguarding the health of our fellow schoolmates is of paramount significance and it is feasible for the school to reallocate the idle lockers to the students in need.</p> <p>2. 期望改變政策</p> <p>Therefore, we genuinely hope that the school would accept our proposal and come up with a new locker policy that can benefit all of our schoolmates.</p>
	<p style="text-align: right;">Yours sincerely,</p> <p style="text-align: right;"><i>Chris Wong</i></p> <p style="text-align: right;">Chris Wong</p> <p style="text-align: right;">Chairperson of the Student Union</p>

Content	7/7	6/7
Language	6/7	6/7
Organization	7/7	6/7
Total	20/21	18/21
	38/42 (5**)	

活動介紹 + 活動好處

上款	Dear Sir/Madam,
Paragraph 1 (介紹活動)	1. 代表 <u>機構</u> + 活動 <u>名稱</u> 2. 活動 <u>目標</u> 3. 指出所有參加者都會 <u>得益</u>
Paragraph 2 (對參加者的好處1)	1. 標題句 2. <u>背景</u> 介紹 3. 詳細 <u>解釋好處</u> 4. 總結句
Paragraph 3 (對參加者的好處2)	1. 標題句 2. <u>背景</u> 介紹 3. 詳細 <u>解釋好處</u> 4. 總結句
Paragraph 4 (其他好處)	1. 標題句 2. 詳細 <u>解釋好處</u> 3. 總結句
Paragraph 5 (總結)	1. <u>總結好處</u> 2. <u>呼籲參加</u>
下款	Yours faithfully, Chris Wong Chris Wong

Introduction of an activity	Benefits of an activity
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HKDSE English 2012 Q8 (Letter to Businesses)**Learning English through Workplace Communication**

You are an intern at Hong Kong Correctional Services. The government has launched a campaign called *Second Chance* to encourage employers to recruit reformed criminals or drug addicts. Write a letter to all Hong Kong businesses outlining the new project, explaining the benefits and persuading them to join the scheme.

上款	Dear Sir/Madam,
Paragraph 1 介紹	<p>1. 寫信目的</p> <p>I am writing on behalf of Hong Kong Correctional Services to introduce our latest programme “Second Chances” to you.</p> <p>2. 介紹計劃目標</p> <p>Our programme aims at reconnecting reformed criminals or drug addicts to society by having them employed by different businesses</p> <p>3. 鼓勵參加</p> <p>As the saying goes, “nobody is perfect”. Everyone makes mistakes at one time or another. The path to recovery is not only in the hands of the criminals but <u>people from all walks of life</u>, including employers. Given this, it would be a <u>noble</u> and benevolent act to employ them and offer them <u>a promising future</u>.</p>
Paragraph 2 更生人士的困境	<p>1. 更生人士的困境</p> <p>Over the past few years, we, Hong Kong Correctional Services, have stayed in contact with many ex-criminals to <u>keep track of</u> their latest situation. Nonetheless, it appears that job seeking remains a <u>thankless</u> and tough task for them. Many of the unemployed are proclaimed to be <u>on the brink of</u> being social outcasts, which we believe to be detrimental to their mental well-being.</p> <p>2. 強調計劃有助更生人士脫離困境</p> <p>Therefore, by launching this campaign, we are making every endeavour to help the rehabilitants escape from the <u>ordeal</u> of unemployment.</p>
Paragraph 3 過渡段	<p>1. 承上啟下</p> <p>By participating in the aforementioned programme, not only can you revolutionize others’ lives, you can also benefit a myriad of ways.</p>

<p>Paragraph 4</p> <p>對商界的好處1</p>	<p>1. 標題句</p> <p>To commence with, employing <u>rehabilitated workers</u> will be instrumental in establishing your company's image as a responsible <u>corporation</u>.</p> <p>2. 詳細解釋</p> <p>Through proactively getting involved in community-related issues like the settlement of ex-criminals, your company can present itself as a caring community contributor. As a result, consumers will realize that your company not only aims at maximizing profit, but also enhancing the well-being of society.</p> <p>3. 總結句</p> <p>In the long run, such a strategy will contribute to an <u>unrivalled reputation</u> and thus a more <u>lucrative</u> business.</p>
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<p>Paragraph 5</p> <p>對商界的好處2</p>	<p>1. 標題句</p> <p>Another proven benefit is the <u>amelioration</u> in corporate efficiency and productivity.</p> <p>2. 詳細解釋</p> <p>In Hong Kong, ex-criminals and drug addicts are often <u>misapprehended</u> as <u>indolent</u> and work-shy owing to their <u>inglorious</u> past. Nonetheless, according to studies, since they have experienced many mental <u>agonies</u> and struggles <u>on the path to recovery</u>, they have a higher incentive to overcome their regrets by working <u>industriously</u> and being more responsible. Hence, many ex-criminals tend to be more <u>sedulous</u> than other workers to prove that they are not the <u>parasites</u> of society.</p> <p>3. 總結句</p> <p>Apparently, through recruiting ex-criminals and providing them with opportunities could your company enhance business performance.</p>
<p>Paragraph 6</p> <p>對商界的好處3</p>	<p>1. 標題句</p> <p>Last but not least, ex-criminals can provide a capable and <u>competent</u> workforce which is not inferior to other employees.</p> <p>2. 詳細解釋</p> <p>When criminals are put into jail, many of them <u>voluntarily</u> undergo a wide variety of training to acquire knowledge and skills. For instance, a large number of criminals have participated in some cooking classes or <u>sewing</u> courses, or even <u>accountancy</u> lessons. Having taken part in these courses, most of them are <u>equipped with ample</u> knowledge of <u>different facets of</u> the workplace, rendering them very <u>versatile</u> and capable. In addition, ex-criminals are also granted subsidies to join vocational training courses by the Employees Retraining Board or other institutions to enhance their capabilities.</p> <p>3. 總結句</p> <p>Thanks to ex-criminals' <u>relentless pursuit of</u> knowledge and skills, it comes as no surprise that they are <u>proficient</u> workers.</p>

<p>Paragraph 7</p> <p>總結</p>	<p>1. 總結內文</p> <p>Everyone deserves second chances, including ex-criminals and drug addicts. To ensure and reinforce social harmony, it is of utmost importance for us to lend a compassionate helping hand to those in need.</p> <p>2. 期望對方參加計劃</p> <p>Therefore, we would be very grateful if you could join our scheme and together, we will make the world a better place.</p>
<p>下款</p>	<p>Yours faithfully,</p> <p>Chris Wong</p> <p>Chris Wong</p>

HKDSE2015 Q6

Learning English through Workplace Communication

You are a summer intern working in Hong Kong Mobile's customer services department. Your job is to handle complaints about your company's products and services. As part of your duties, you are required to inform your manager about the complaints received and outline possible solutions. Write an email to Jackie Lee, the manager of the customer services department, summarizing details of a recent complaint and suggesting three possible actions that could be taken to deal with this complaint.

<p>上款</p>	<p>Dear Mr. Lee,</p>
<p>Paragraph 1</p> <p>介紹</p>	<p>1. 投訴介紹</p> <p>I am a staff member who works at the customer services department. We have received a complaint from our customer, Mr. Smith, recently about his unpleasant shopping experience at our store in Causeway Bay.</p> <p>2. 寫信目的</p> <p>I would like to inform you about the complaint and give suggestions to deal with it.</p>

<p>Paragraph 2</p> <p>描述投訴</p>	<p>1. 基本資料</p> <p>Mr. Smith came to our department in person last Friday to express his discontent with our products and services.</p> <p>2. 投訴詳情</p> <p>Visiting our store in Causeway Bay last Thursday to purchase the latest iPhone 6s pink model, he spent 10 minutes looking for a sales assistant to answer his enquiries about the smartphone. He claimed the staff member was impatient and irritated when answering his questions and commented that such attitude was a sign of disrespect to him. Moreover, the sales assistant stopped Mr. Smith from checking for flaws on the phone and guaranteed that it was a brand-new flawless phone. Having purchased the iPhone 6S model, Mr. Smith discovered that there are a few scratches on the phone screen and it is not functioning well.</p> <p>3. 總結句</p> <p>Therefore, he made his complaint about our staff's poor services and the quality of our products.</p>
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<p>Paragraph 3</p> <p>過渡段</p>	<p>1. 強調高質服務的重要性</p> <p>As the market leader in smartphones, it is our first priority to provide the best services and high-quality products to our customers.</p> <p>2. 開啟下文</p> <p>So unacceptable and alarming are the sales assistant's attitude that we should take immediate action to deal with the complaint. In view of this, I would like to give three suggestions to cope with the problem.</p>
<p>Paragraph 4</p> <p>補救措施1</p>	<p>1. 標題句</p> <p>To commence with, a letter of apology written by the involved staff member should be given to Mr. Smith in person to show our sincere apology and deepest regret towards the incident.</p> <p>2. 詳細解釋</p> <p>As the leader mobile company in the global arena, we are renowned for providing high-quality services and products to our customers. As far as the staff is concerned, they should also always be courteous to our customers and endeavour to cater to their needs. Therefore, I think that the letter of apology can soothe Mrs. Smith's exasperation and maintain his confidence in our company.</p>

<p>Paragraph 5</p> <p>補救措施2</p>	<p>1. 標題句</p> <p>Equally important is that a brand-new phone should be given to Mr. Smith in return.</p> <p>2. 詳細解釋</p> <p>As a world-leading company, we should always ensure that high-quality products are provided to our customers. Furthermore, there are no rules stating that customers are not allowed to check the phone before purchasing it, so I cannot see the reason why our staff had stopped Mr. Smith from checking the phone prior to his purchase. With a view to compensating for our fault, we should definitely offer Mr. Smith a brand-new 6S iPhone and allow him to check it thoroughly to ensure that it is a flawless one. Guidance should also be given our senior staff to guide Mr. Smith in using the new phone and to ensure that he is capable of enjoying all the functions offered by the phone.</p> <p>3. 總結句</p> <p>Through this measure can we prove to Mr. Smith that this was just an isolated incident and we are always endeavouring to provide the best services to our prestigious customers.</p>
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<p>Paragraph 6</p> <p>補救措施3</p>	<p>1. 標題句</p> <p>In order to restore Mr. Smith's confidence in our company, gifts should be given to Mrs. Smith as compensation.</p> <p>2. 詳細解釋</p> <p>It is conceivable that Mr. Smith may have lost his confidence in the aftermath of such an unpleasant shopping experience. Therefore, it is important to offer appropriate compensation to Mr. Smith so as to ensure that he will purchase at our store again. Building customers' loyalty and maintaining our market share by offering discounts and vouchers to Mr. Smith are of paramount significance and I believe that it is more likely for him to purchase in our store.</p> <p>3. 總結句</p> <p>It can also be seen as a compensation for our staff's disrespectful acts, which led to his unpleasant shopping experience.</p>
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<p>Paragraph 7</p> <p>總結</p>	<p>1. 強調上述措施有效</p> <p>In light of the complaint made by Mr. Smith, I believe that the <u>above-mentioned</u> follow-up actions can effectively deal with the complaint.</p> <p>2. 強調高質服務的重要性</p> <p>Only by providing the best services and products can we maintain our competitive edge and goodwill. Hence, it is equally crucial to reassure Mr. Smith that this incident was just an <u>exceptional case</u> and express our <u>heartfelt apology</u>.</p> <p>3. 期望事件得到解決</p> <p>Lastly, I hope that the complaint can be dealt with <u>swiftly</u> and successfully.</p>
<p>下款</p>	<p style="text-align: right;">Best regards,</p> <p style="text-align: right;">Chris Wong</p>

Content	6/7	7/7
Language	6/7	6/7
Organization	6/7	7/7
Total	18/21	20/21
	38/42 (5**)	

Part A Writing (2015)

For question 1, write about 200 words.

1. A recent article in the *Young Post* suggested that an 8:00 a.m. start to the school day makes students feel tired and sleepy. Write to the editor of the *Young Post* expressing your views on the following:
 - why students feel tired
 - whether or not a 9:00 a.m. start will solve the problem

Some parts of the letter have been given to you.

範例1

上款	Dear Editor,
Paragraph 1 (介紹)	<p>1. 寫信目的</p> <p>I am writing to express my views on why students often feel tired nowadays.</p> <p>2. 背景介紹 + 開啟下文</p> <p>Feeling <u>drowsy</u> at the beginning of any given day, students' learning efficiency can be severely <u>impaired</u>. As they are future pillars of our society, we should look into this issue carefully <u>for the betterment of</u> the community.</p>
Paragraph 2 (原因)	<p>1. 標題句</p> <p>Insufficient sleep may be one of the causes which lead to tiredness of students.</p> <p>2. 詳細解釋</p> <p>As the recent article stated, an 8:00 a.m. start to the school day inevitably limits their sleeping hours. It is believed by scientists that a healthy person should sleep for more than eight hours per day. I am certain that most Hong Kong students now cannot meet this standard. They may have countless explanations to this, be it the ceaseless homework distributed by schools, or the extra tutorial exercises. No prizes for guessing, their bodies cannot fully <u>recuperate from</u> the work with the given sleeping time. Thus, they feel tired and sleepy next morning, and the <u>vicious circle</u> continues.</p>

<p>Paragraph 3</p> <p>(觀點)</p>	<p>1. 相反觀點 + 讓步</p> <p>Perhaps, a 9:00 a.m. start to the school day may solve the problem seemingly, by extending students' sleeping hours.</p> <p>2. 反駁句</p> <p>Yet, insufficient sleep is only the <u>superficial</u> reason.</p> <p>3. 詳細解釋</p> <p>We should not overlook their sleeping quality. No matter how long we sleep, tiredness is still there if the rest is <u>of low quality</u>. As far as I know, many students are constantly worrying about their academic results even during their sleep. Such an anxious mental state has contributed to their poor sleeping quality. Hardly can they recharge their batteries physically and psychologically. Therefore, I believe that <u>the importance attached</u> to academic results in our <u>exam-oriented education system</u> is the culprit why students feel tired frequently. A 9:00 a.m. start to school days may alleviate the problem <u>temporarily</u>, but its effects are minimal. Only by reducing students' stress can we bring this <u>thorny</u> problem to an end.</p>
<p>Paragraph 4</p> <p>(總結)</p>	<p>1. 概括上文</p> <p>With students' <u>preoccupation with</u> academic pursuit, their deteriorating psychological health is alarming. Should we ignore the fact that blindly pursuing scores and grades makes students tired mentally, their tiredness will persist.</p> <p>2. 建議</p> <p>Extensive education reforms may <u>bail students out of</u> this <u>grave</u> situation and I sincerely hope that they can soon get rid of their tiredness and drowsiness, studying <u>energetically</u> and <u>blissfully</u>.</p>

	Marker 1	Marker 2
Content	7/7	7/7
Language	7/7	6/7
Organization	7/7	6/7
Total	21/21	19/21
(40/42) 5**		

不同部分的句法

寫作目的	<ol style="list-style-type: none"> 1. I am writing to + v. 寫作目的是... 2. I am writing to express my concerns about + n. (表達關注) 3. I am writing in reply to the letter on + 日期 about + n. (回信)
背景介紹	<ol style="list-style-type: none"> 1. According to / Based on + n., + SVO (根據) 2. In recent years, + SVO (最近幾年) Nowadays, + SVO (今時今日) 3. A recent report / study / survey + shows / suggests / reveals / demonstrates + that + SVO (報導 / 研究 / 調查顯示...)
簡述內容	<ol style="list-style-type: none"> 1. In this letter, I aim to + v. + 詳細資料 2. In this letter, I will + v. + 詳細資料
標題句	<ol style="list-style-type: none"> 1. First of all, / To start with, / Firstly, / To begin with, + SVO (首先) 2. Secondly, / In addition, / Additionally, / Furthermore, / Moreover, / Besides, / Also, + SVO (除此以外) 3. What is more, / More importantly, + SVO (更重要的是) 4. Last but not least, / Lastly, + SVO (最後一點是) 5. Concerning / Regarding / with regard to / As regards / As for + n., + SVO (就...而論)
寫原因	<ol style="list-style-type: none"> 1. The first (second/third) reason for (cause of) + n. + is that + SVO (第一/二個原因是...) 2. n. + is a reason for / is one of the reasons for + n. (...是...的其中一個原因) n. + is a cause of / is one of the causes of + n. (...是...的其中一個原因) 3. The reason + why + SVO + is that + SVO (...的原因是...) 4. n. + engender / contribute to / lead to / result in / bring about + n. (導致)

寫影響	<ol style="list-style-type: none"> 1. v. + ing / n. + be + good for/ advantageous to/beneficial to/conducive to/ instrumental in + v. + ing / n. (有好處的) 2. v. + ing / n. improve /enhance/strengthen/ameliorate + n. (改善) 3. v. + ing / n. + be harmful to/detrimental to/deleterious to/injurious to + n. (有壞 處的) 4. v. + ing / n. harm / endanger / compromise /jeopardize / undermine+ v. + ing / n.(危及) 5. v. + ing / n. hinder / impede/ hamper (妨礙) + n. 6. n. + get worse / deteriorate/ worsen (惡化) 7. v. + ing / n. + aggravate / exacerbate + n. (使惡化)
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敘述事件	<p>1. According to my observation, + SVO 根據我的觀察</p> <p>Example: <u>According to my observation</u>, many students in my school are preoccupied with social networking websites like Facebook and Instagram.</p> <p>2. When + SVO, + SVO 正當 (現在式 / 過去式 / 過去進行式)</p> <p>SVO + when + SVO</p> <p>Example 1: <u>When</u> I walk in the corridor, I sometimes see my neighbor beating his dogs.</p> <p>Example 2: I saw the old woman living next to me abandon her dog in the rubbish collection area <u>when</u> I went out for a walk last Sunday.</p> <p>3. While + SVO, + SVO 正當 (現在進行式 / 過去進行式)</p> <p>SVO + while + SVO</p> <p>Example 1: <u>While</u> I was sleeping last night, my neighbor was playing mahjong loudly.</p> <p>Example 2: With the widespread use of the Internet, some teenagers bully other users online <u>while</u> they are browsing the Internet.</p> <p>4. After + SVO, + SVO 之後</p> <p>SVO + after + SVO</p> <p>Example: <u>After</u> teenagers join triad societies, they often engage in criminal activities such as robbery and drug trafficking.</p> <p>Example: The ethnic minorities in my neighbourhood find it difficult to find jobs <u>after</u> they graduate from schools.</p> <p>5. After + v. + ing, + SVO 之後</p> <p>SVO + after + v. + ing</p> <p>Example: <u>After assaulting</u> her husband, the woman escaped from the flat.</p> <p>Example: The bystanders did not call the police <u>after seeing</u> the injured girl.</p> <p>6. After + n., + SVO 之後</p> <p>SVO + after + n.</p> <p>Example: <u>After the Christmas Eve</u> every year, the waterfront is filled with rubbish.</p> <p>7. Before + SVO, + SVO 之前</p> <p>SVO + before + SVO 之前</p> <p>Example: <u>Before</u> the woman dumped his cat, she tortured it frequently.</p> <p>Example: Many teenagers do not beware of the risks <u>before</u> they find summer jobs.</p> <p>8. Before + v. + ing, + SVO 之前</p>
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敘述事件	<p>13. 時間片語 + 日期片語 + SVO</p> <p>SVO + 時間片語 + 日期片語</p> <p>Example: <u>At 8 p.m. last Wednesday</u>, I was almost hit by a flying washing machine.</p> <p>Example: My neighbours had a heated argument <u>at midnight a few days ago</u>.</p> <p>14. 位置片語, + SVO</p> <p>SVO + 位置片語</p> <p>Example: <u>In the pedestrian zone in Mong Kok</u>, many street performers perform singing and dancing.</p> <p>Example: To recharge their batteries, many Hong Kong people visit the country parks <u>in the New Territories</u>.</p> <p>15. 時間/日期片語 + SVO + 位置片語</p> <p>SVO + 位置片語 + 時間/日期片語</p> <p>Example: <u>On Saturdays and Sundays</u>, many street performers perform singing and dancing <u>in Mong Kok</u>.</p> <p>Example: Many food safety scandals have occurred <u>in China over the past few years</u>.</p> <p>16. n. + find that / found that + SVO 發現</p> <p>Example: I often find that the passengers in MTR trains are obsessed with their smartphones and ignore the needs of the elderly.</p> <p>Example: When I visited my son's school yesterday, I found that a lot of food sold in the canteen is unhealthy.</p> <p>17. n. + see (saw) / hear (heard) that + SVO</p> <p>Example: I often see that many new university students are accompanied by their parents.</p> <p>Example: I have heard that some students with emotional problems are tortured by the teachers in my school.</p> <p>18. n. + see (saw) / hear (heard) + n. + 不變動詞</p> <p>n. + see (saw) / hear (heard) + n. + v. + ing</p> <p>Example: Last week, I saw the little girl living next to me throwing her toy dogs from her flat onto the ground.</p> <p>Example: I often see my classmates skip their lunch in order to buy expensive products associated with their idols.</p> <p>Example: Every night, I always hear the dogs barking loudly and ceaselessly.</p> <p>Example: Before the incident, I heard the couple argue with each other.</p>
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表達觀點	<ol style="list-style-type: none"> 1. I think that / I believe that + SVO (我相信) 2. From my point of view, + SVO (依我看) 3. In my opinion, + SVO (按照我的看法) 4. As far as I am concerned, / As for me, + SVO (就我而言)
給予建議	<ol style="list-style-type: none"> 1. In the following, + I will suggest some ways to + v. (以下，我會提出幾個方法) In the following, I will make some suggestions. 2. To tackle/ cure/deal with/ cope with + the problem of + n., + I will put forward some suggestions. To tackle/ cure / deal with/ cope with the problem of + n., + I will put forward the following recommendations. (為了解決...問題，我會提出以下建議) 3. 序數詞, / 連接詞 + I suggest/advise/propose/recommend that + SVO. (我提議) 4. 序數詞, / 連接詞, + it is good / advantageous (for sbdy) to do sthg (...是有好處的) 5. 序數詞, / 連接詞, + it is important (for sbdy) to do sthg (...是重要的) 6. 序數詞, / 連接詞, + it is necessary (for sbdy) to do sthg (...是需要的) 7. Sbdy can (可以) / could (可以) / had better / should (應該) / need to (需要) + do + sthg 8. In the short run, sbdy + can / should + do + sthg In the short term, sbdy + can / should + do + sthg (短期來說) 9. In the long run, sbdy + can / should + do + sthg In the long term, sbdy + can / should + do + sthg (長遠來說) 10. By / Through + n. / v. + ing, + sbdy + can + do sthg Sbdy + can + do sthg by / through + n. / v. + ing (通過)
結論	<ol style="list-style-type: none"> 1. In conclusion, / To conclude, + SVO (總括來說) 2. In sum, / To sum up, + SVO (總括來說)

常用句子

標題	<p>1. Complaint about + 名詞片語 (對...的投訴)</p> <p>Example: <u>Complaint about</u> the services of Peninsula Hotel</p> <p>Example: <u>Complaint about</u> the environment at Leader Restaurant</p> <p>Example: <u>Complaint about</u> the arrangement of a study tour</p>
開端	
寫作目的	<p>1. I am writing to + complain about + 名詞片語 + 日期、時間、地點</p> <p>Example: <u>I am writing to complain about</u> the mobile phone that I bought from your shop <u>on August 16, 2012</u>.</p> <p>2. I am writing to + express my dissatisfaction with + 名詞片語 + 日期、時間、地點</p> <p>Example: <u>I am writing to express my dissatisfaction with</u> the services provided by Peninsula Hotel.</p>
表達不滿	<p>1. I was extremely dissatisfied with your services.</p> <p>2. I was totally disappointed by + 名詞片語 + 詳細資料</p> <p>Example: <u>I am totally disappointed by</u> the way your staff treated me.</p> <p>3. I was very annoyed by + 名詞片語 + 詳細資料</p> <p>Example: <u>I am very annoyed by</u> the poor qualifications of the tutors.</p> <p>4. I was extremely angry with + 名詞片語 + 詳細資料</p> <p>Example: <u>I was extremely angry with</u> the attitude of the waiters.</p>

表達不滿	<p>5. I was disgusted by +名詞片語 + 詳細資料 (對...表示反感)</p> <p>Example: <u>I was disgusted by</u> the poor hygiene in your restaurant.</p> <p>6. The service was absolutely appalling.</p>
開啟下文投訴	<p>1. I have the following complaints to make. (我有以下投訴)</p> <p>2. The complaints that I would like to make are as follows. (我有以下投訴)</p>
內文	
詳細描述投訴事項	<p>1. 先指出對方的承諾，再批評對方的貨品或服務與承諾不符</p> <p>Example: I <u>purchased</u> a Samsung mobile phone <u>with a model number</u> SIII from your shop <u>on August 28, 2012</u>. <u>It was clearly stated that</u> we could download and watch video clips on the large colour display. <u>However</u>, I <u>could not even</u> download the ringtones. <u>In addition</u>, I <u>was not able to</u></p>

<p>詳細描述投訴事項</p>	<p>3. 評論</p> <p>Example: I took a red minibus from Mong Kok to Fanling in the small hours of <u>9 August, 2008</u>. Since the driver <u>drove at an extremely high speed</u>, the minibus ran faster than any of the vehicles nearby. I</p>
<p>強調問題嚴重性</p>	<p>1. 比較</p> <p>Example: <u>I have never been to</u> such an unhygienic restaurant.</p> <p>2. 帶來不便</p>
<p>強調問題嚴重性</p>	<p>3. 不能容忍</p> <p>Example: <u>I am afraid I can't tolerate</u> his attitude and behavior.</p> <p>Example: <u>I find</u> the driving attitude of the driver <u>intolerable</u>.</p> <p>Example: <u>I find</u> the courtesy of your staff <u>intolerable</u>.</p>
<p>總結</p>	

總結不滿	<p>1. I am not satisfied with + 名詞片語</p> <p>Example: <u>I am not satisfied with</u> the quality of the product.</p> <p>Example: <u>I am not satisfied with</u> the standard of service I have received.</p> <p>2. I am dissatisfied with +名詞片語</p> <p>Example: <u>I am dissatisfied with</u> the attitude of your staff.</p> <p>Example: <u>I am dissatisfied with</u> the food in your restaurant.</p> <p>3. I must say that I have lost confidence in + v. + ing/名詞片語</p> <p>Example: <u>I must say that I have lost confidence in</u> buying things in your shop.</p>
提出要求	<p>1. I demand a full refund (of + 商品) (要求全額賠償)</p> <p>Example: <u>I demand a full refund.</u></p> <p>Example: <u>I demand a full refund of</u> the defective mobile phone.</p> <p>2. I demand a partial refund (of + 商品) (要求部分賠償)</p> <p>Example: <u>I demand a partial refund.</u></p> <p>Example: <u>I demand a partial refund of</u> the malfunctioning refrigerator.</p> <p>3. I demand your company + to replace +商品 (要求公司換貨)</p> <p>Example: <u>I demand your company to replace</u> the digital camera.</p>

<p>提出要求</p>	<p>4. I expect an explanation of the incident. (期望得到事件解釋)</p> <p>5. I deserve an explanation of the incident. (應該得到事件解釋)</p> <p>6. I also expect a letter of apology for the inconvenience caused. (期望收到道歉信)</p> <p>7. I also deserve a letter of apology for the inconvenience caused. (應該得到道歉信)</p> <p>8. I would be grateful if you investigate the matter seriously. (如果你認真調查事件，我會感激。)</p> <p>9. I strongly urge you to take immediate action to + v. 強烈敦促立即行動</p> <p>Example: <u>I strongly urge you to take immediate action to</u> improve the situation.</p> <p>Example: <u>I strongly urge you to take immediate action to</u> discipline the involved staff.</p>
<p>發出警告</p>	<p>1. If + SVO, I will have no choice but make a formal complaint to the Consumer Council. (如不採取行動，我會別無選擇，只好向消費者正式投訴)</p> <p>Example: <u>If</u> you do not replace the mobile phone, <u>I will have no choice but make a formal complaint to the Consumer Council.</u></p> <p>2. If + SVO, I will call the police for help. (如不採取行動，我會報警求助)</p> <p>Example: <u>If</u> you salesman goes on behaving rudely, <u>I will call the police for help.</u></p> <p>3. I will make a complaint to the newspaper unless you do something to improve the situation. (除非你採取措施改善情況，我會向報紙投訴)</p>

<p>表達期望</p>	<ol style="list-style-type: none"> 1. I hope such incident will not happen again. (我希望類似事件不再發生) 2. I hope you can improve the situation as soon as possible. (我希望你能盡快改善情況) 3. I hope the government will investigate the matter seriously. (我希望政府會認真調查事件) 4. I hope the government will take prompt action against + 商鋪. (我希望政府對...迅速採取行動) <p>Example: <u>I hope the government will take prompt action against</u> the unscrupulous drug store.</p> <ol style="list-style-type: none"> 5. I hope the Consumer Council will investigate the matter seriously. (我希望消費者委員會認真調查事件) 6. I hope the Consumer Council will give a warning to +商鋪. (我希望消費者委員會對...發出警告) <p>Example: <u>I hope the Consumer Council will give a warning to</u> the supermarket.</p>
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Question 1

You saw the poster below in a tutorial school:

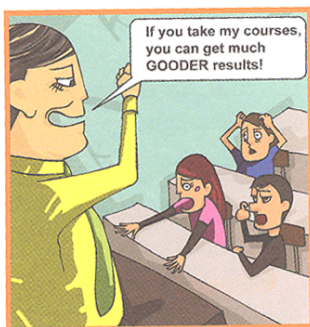
◆ SUCCESS COLLEGE ◆

Handsome Boy's Classroom

Mr Keith Chan is young and handsome. With his superb English knowledge and enthusiasm for teaching, he can definitely help you get a 5** in the DSE English exam. Don't hesitate! Enroll in his course right now!

Success is the best!

You enrolled in the course and attended the first lesson yesterday. The pictures below show what happened during the lesson:



Write a letter of complaint to the tutorial school describing the problems. Sign your letter W. Fong.

上款	Dear Sir/Madam,
標題	<u>Complaint about</u> Handsome Boy's Classroom
開端	<p>1. 寫作目的</p> <p><u>I am writing to complain about</u> Handsome Boy's Classroom, which is a course offered by your college.</p> <p>2. 感受</p> <p><u>On September 17, 2012,</u> I attended the first lesson and <u>I am extremely dissatisfied with</u> the tutor.</p> <p>3. 開啟下文的投訴</p> <p><u>I have the following complaints to make.</u></p>
內文 (投訴一)	<p>1. 詳細描述投訴事項</p> <p>According to the timetable, the lesson <u>should have started</u> at 5:00 p.m. However, our teacher, Mr. Keith Chan, <u>did not show up</u> until 5:30 p.m. In other words, he was <u>thirty minutes late</u>.</p> <p>2. 強調問題嚴重性</p> <p>His lateness indeed <u>caused me a lot of inconvenience</u> because I was going to attend another tutorial lesson at 6:30 p.m. Apparently, this was <u>intolerable</u>.</p>

<p>內文 (投訴二)</p>	<p>1. 詳細描述投訴事項</p> <p><u>When</u> we saw Mr. Chan, we were <u>totally stunned</u>. It was clearly stated on the <u>poster</u> that Mr. Chan was <u>young and handsome</u>. <u>On the contrary</u>, in front of us was an <u>obese</u> and <u>bald</u> man who <u>was in his fifties</u>.</p> <p>2. 強調問題嚴重性</p> <p>For a moment, I <u>suspected</u> that I had entered the wrong classroom.</p>
<p>內文 (投訴三)</p>	<p>1. 詳細描述投訴事項</p> <p>Honestly, I did not mind being taught by such a <u>hideous</u> teacher as long as he was helpful to students. <u>Unfortunately</u>, as an English teacher, Mr. Chan's English was actually <u>horrible</u>. He made many <u>pronunciation</u> and <u>grammatical mistakes</u> throughout the lesson.</p> <p>2. 強調問題嚴重性</p> <p><u>There is no doubt that</u> his English is poor and he has misled his students.</p>
<p>內文 (投訴四)</p>	<p>1. 詳細描述投訴事項</p> <p>Besides this, I fail to see Mr. Chan's enthusiasm for teaching. It seemed that he <u>had not made any preparations for his lesson</u> as it was <u>hopelessly disorganized</u>. He <u>could hardly explain any concept clearly</u> to us.</p> <p>2. 強調問題嚴重性</p> <p>As a result, it was <u>extremely difficult to follow what he said</u>. In the end, I <u>found that I had learnt practically nothing</u>.</p>

內文 (投訴二)	<p>1. 詳細描述投訴事項</p> <p><u>When</u> we saw Mr. Chan, we were <u>totally stunned</u>. It was clearly stated on the <u>poster</u> that Mr. Chan was <u>young and handsome</u>. <u>On the contrary</u>, in front of us was an <u>obese</u> and <u>bald</u> man who <u>was in his fifties</u>.</p> <p>2. 強調問題嚴重性</p> <p>For a moment, I <u>suspected</u> that I had entered the wrong classroom.</p>
總結	<p>1. 總結不滿</p> <p>Attending Mr. Chan's lesson was simply <u>a waste of time and money</u>. Now, I have <u>lost confidence in</u> your college.</p> <p>2. 提出要求</p> <p><u>I would be grateful if you investigate the matter seriously.</u></p> <p>3. 發出警告</p> <p><u>I will make a formal complaint to the Education Bureau unless you do something to improve the situation.</u></p> <p>4. 表達期望</p> <p><u>I look forward to your favourable reply.</u></p>
下款	<p style="text-align: right;">Yours faithfully,</p> <p style="text-align: right;">W. Fong</p> <p style="text-align: right;">W. Fong</p>