

# Guided Writing

## Reading

- 1** Read the text quickly. Choose the correct option.

It is *a letter of complaint / an apology / a job application*.

52 Green Lane  
Winchester  
SO23 9FR

16th November

Dear Sir / Madam,

I am writing to complain about the holiday your agency arranged for me and my family.

Because you spelt our name 'Brawn' instead of 'Brown' on the booking form, the hotel took two and a half hours to check us in. As a result of this, the hotel gave our room to someone else. Moreover, the room we got was much smaller. Therefore, our youngest child had to sleep in our bed. Consequently, no one got much sleep.

For these reasons, we would like a refund on the money we paid for our 'once in a lifetime' holiday. Furthermore, we would like a letter of apology from your agency for making our holiday so miserable.

Yours faithfully,

*Samantha Brown*

Samantha Brown

- 2** Number these stages of the letter in the correct order 1-5. Then match them with the examples a-e.

- Reason for writing
- Closing
- Salutation
- Action required
- Specific issues

- a** *Yours sincerely / Yours faithfully*  
**b** *We would like ... / We would be grateful if you could ...*  
**c** *Dear Sir / Madam / Mr ... / Ms ...*  
**d** *I am writing in connection with ... / I am writing to complain about ...*  
**e** *Because (of), / Owing to, (+ reason) / Due to your actions, we ...*

- 3** Choose the correct answer, a or b.

- 1** Why did it take so long to check in?  
**a** Because the agency misspelt the names.  
**b** Because the hotel took two and a half hours.
- 2** Why did the hotel give their room to someone else?  
**a** Because the hotel gave them a smaller room.  
**b** Because check in took so long.
- 3** What was the consequence of having a smaller room?  
**a** There weren't enough beds for everyone.  
**b** Everybody slept well.

