

Task 1: What is wrong with the following letter of complaint?

Dear Sir,

I am writing to complain about the flight to Florida that I made with your airline on 12th June this year. We were three hours late boarding the plane. No one was able to tell us why. Another problem was the air hostess. She was very unhelpful. I had problems with my hand luggage. She told me she was too busy to help me. When she came round with the lunches there were no vegetarian meals left. I had ordered one when I had booked my flight. I think this is disgusting. All I had to eat in eight hours was some bread and cheese. I demand some compensation for the problems I had flying with your airline, especially for not having a hot meal during a long flight. If you don't send me the money immediately, I will call my lawyer.

Yours faithfully

Task 2: Complete the letter with the more formal expression from each pair of phrases in the list.

Another thing / Secondly

The first problem was / Firstly

Best wishes / Yours faithfully

I expect to receive / You must send me

I know / I can accept

Please write soon / I look forward to hearing from you

I am writing to complain about / I am really angry about

Possible problems with an airline:

before take-off

- unfriendly ground staff
- overbooked flight
- delayed/cancelled flight

during the flight

- blocked toilets
- unfriendly flight attendants
- passengers standing in the aisle
- Pilot kept singing all the way
- in-flight entertainment was not good/available
- no blankets available (it was cold)

after landing

- Lost luggage/baggage
- claiming baggage took too long
- damaged luggage
- no transfer to hotel although promised



10 Hampton
Road
Leeds
LS4 2QT

May 17th 2001

UK Airtours
1231 Oxford Street
London
W1 6AG

Dear Sir/Madam,

1 _____ my recent flight with your airline. The flight was UK789 from Leeds to Budapest via Frankfurt on May 13th 2001.

2 _____, the flight, which should have taken off at 10.00 a.m., was delayed until 1.00 p.m. Although 3 _____ the delay was not your fault, we were not given any information until 12.00 p.m.

4 _____, during all this time we were not offered any refreshments. Thirdly, because of the delay, I missed my connection to Budapest. This meant that I missed a vital meeting, which was the whole reason for my trip to Budapest. Finally, your staff both at Leeds airport and on the plane itself were extremely rude and unhelpful.

I filled in a complaint form when I finally arrived in Budapest, which you may already have received, and 5 _____ a full refund for the price of my ticket.

6 _____ in the very near future.

7 _____

Marion Wheller
Marion Wheeler (Ms)