A View Of The Sea!

A Discussion

Imagine you are going to stay in a three star hotel located in an overdeveloped tourist resort.

Work with another student. What problems do you think you could encounter with the hotel and the resort?



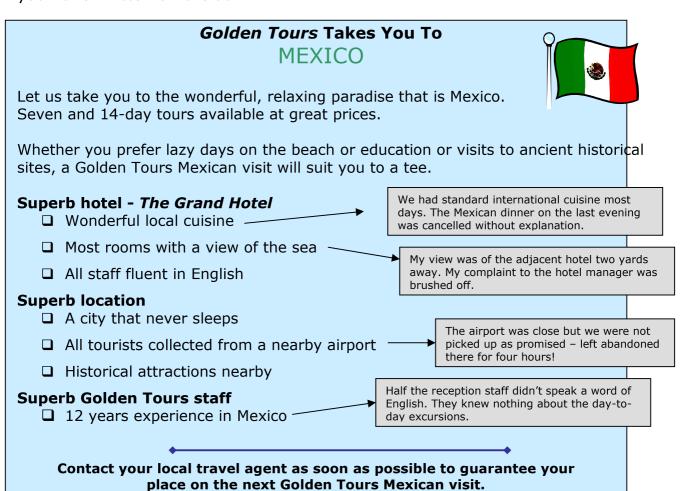
Think about:

- **⊕** food
- the room
- **♥** staff
- organized excursions
- payment p
- lacktriangle your expectations



B Reading

Read this newspaper advertisement by the company *Golden Tours*. This is the ad that convinced you to take a vacation in Mexico. Read also the comments you have written on the ad.



C Planning

Work with another student. You are going to write a letter of complaint to Golden Tours in which you will mention all of the points covered in your comments alongside the advert above.

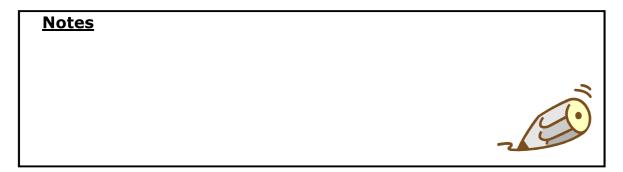
A. Problems

Make a list together of the problems you think you need to mention in your letter.

| 1. | | | |
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B. Paragraphs

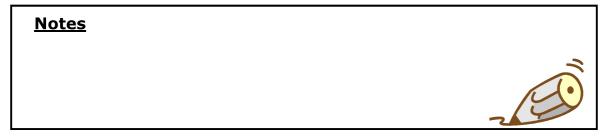
How many paragraphs will you need to include in your letter? What will you need to include in each of the paragraphs?



C. Action

What do you want *Golden Tours* to do in response to your letter? This will be an important consideration when thinking about the end of the letter.

What options exist for you? What can you ask of *Golden Tours*? Do you consider any of the problems to have ruined your vacation?



D Vocabulary

Which of these expressions belong in a letter of this type? Can you explain what the problem is with each of the sentences that doesn't belong?

Think about:

- ✓ Relevancy
- ✓ Politeness
- ✓ Style



- 1. Your hotel is terrible and I want my money back!
- 2. We are thinking of going to Europe next year.
- 3. I would like a full refund.
- 4. Dear Michael,
- 5. I'm sending you this letter because I'm very unhappy.
- 6. If that were not enough, the following day ...
- 7. What most shocked me was the attitude of some of your staff at the hotel.
- 8. I couldn't get across to her how mad I was.
- 9. Yours Faithfully
- 10. I'm taking you to court and suing you.
- 11. I would appreciate as speedy a response as possible from your company.
- 12. The weather was beautiful as we set off from home.

E Writing

Now write up your full letter to Golden Tours in no more than 250 words.