

# 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
  - ⊕ 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.

### Golden Tours Takes You To MEXICO



Let us take you to the wonderful, relaxing paradise that is Mexico. Seven and 14-day tours available at great prices.

Whether you prefer lazy days on the beach or education or visits to ancient historical sites, a Golden Tours Mexican visit will suit you to a tee.

#### Superb hotel - The Grand Hotel

- Wonderful local cuisine
- Most rooms with a view of the sea
- All staff fluent in English

We had standard international cuisine most days. The Mexican dinner on the last evening was cancelled without explanation.

My view was of the adjacent hotel two yards away. My complaint to the hotel manager was brushed off.

#### Superb location

- A city that never sleeps
- All tourists collected from a nearby airport
- Historical attractions nearby

The airport was close but we were not picked up as promised - left abandoned there for four hours!

#### Superb Golden Tours staff

- 12 years experience in Mexico

Half the reception staff didn't speak a word of English. They knew nothing about the day-to-day excursions.

Contact your local travel agent as soon as possible to guarantee your place on the next Golden Tours Mexican visit.

**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. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

**B. Paragraphs**

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

**Notes**



**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?

**Notes**



**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.