



**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 holiday?

**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.