

# **Учимся писать письмо – жалобу**

**урок английского языка, 9 класс,  
УМК Биболевой М. З.**

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- [h]** - horrible, inhuman, however,
- [t]** - entitled, protection, important,
- [r]** - rude, guaranteed, request.
- [1]** - declaration, tolerant, delicious,
- [d]** - different, food, disgusted.
- [n]** - complain, disappointed, attention.
- [s]** - absolutely, dissatisfied, respect.

*Read the advertisement and the notes:*

**Fly with TMN**    excellent service  
**and you are**      helpful and friendly flight attendants  
**guaranteed ...**    delicious in-flight meals

*service - slow and careless*  
*flight attendants - rude*  
*in - flight meal – cold, tasted horrible*

## ***Answer the questions:***

**1. Who is going to read the letter?**

- \* A an employee/manager of TMN Airlines**
- B an airport official**

**2. Do you know his/her name?**

**3. How would you begin and end the letter?**

- A Dear Manager → Yours sincerely +your full name**
- \* B Dear Sir/Madam → Yours faithfully +your full name**

**4. What style will you use?**

- \* A polite, formal**
- B aggressive, semi-formal**

**5. What points will you include in your letter?**

- \* ... flight number & date of flight**
- ... thanks for the services**
- \* ... your complaints & example**
- ... personal details about yourself**
- \* ... request for a refund**

**Reason for writing:**

**Paragraph 1**

**Complaints and examples**

**Paragraph 2 - 4**

**Action to be taken**

**Paragraph 5**

# ***A LETTER OF COMPLAINT***



***Make notes under the headings below:***

<b>complaint</b>	<b>example</b>
<b>service slow and careless</b>	<b>waited half an hour for a glass of water, then glass was dirty</b>
<b>flight attendants rude</b>	<b>one spilt drink on him, didn't apologize or help to clean it up</b>
<b>awful food</b>	<b>it was cold and tasted horrible</b>

<b>Mild language</b>	<b>Strong language</b>
<i>disappointed</i>	<i>disgusted</i>
<i>shocked</i>	<i>appalled</i>
<i>dissatisfied</i>	<i>upset</i>



• *I am entitled to* • *receive your immediate attention* • *Yours faithfully*  
• *complain about* • *Sir/Madam* • *correct equipment*

Dear **1) Frank,**

I am writing to **2) tell you I'm not pleased with** the vacuum cleaner (Model #SE375) I ordered from your store two weeks ago.

To begin with, the order was incomplete. Many of the special parts that come with the vacuum cleaner were missing. As a result, I was unable to clean the curtains and furniture as I did not have the **3) right things.**

To make matters worse, the vacuum cleaner is faulty. It does not pick up dust very well. In fact, the carpets still looked dirty after I had vacuumed them.

I feel **4) you should give me** a full refund. I hope this matter will **5) be sorted out now.**

**6) Best wishes,**

*Alice Petersen*

Alice Petersen

## *Check your answers:*

Dear **Sir/Madam,**

I am writing to **complain about** the vacuum cleaner (Model #SE375) I ordered from your store two weeks ago.

To begin with, the order was incomplete. Many of the special parts that come with the vacuum cleaner were missing. As a result, I was unable to clean the curtains and furniture as I did not have the **correct equipment**.

To make matters worse, the vacuum cleaner is faulty. It does not pick up dust very well. In fact, the carpets still looked dirty after I had vacuumed them.

I feel **I am entitled to** a full refund. I hope this matter will **receive your immediate attention**.

**Yours faithfully,**

*Alice Petersen*

**Alice Petersen**

# Writing Tip

When we write *a formal letter of complaint* about a problem (e.g. *something we have bought, the services in a restaurant or hotel, etc*), we divide it into three parts:

- in the *introduction*, we state the *reason for writing*, (i.e. *say what I who we are complaining about and why*).
- in the *main body*, \* we state our complaints and give examples and/or reasons to support them. We use a separate paragraph for each topic.
- in the *conclusion*, we state what action we expect to be taken.

*\*The main body can consist of one or more paragraphs, depending on the number of specific complaints we have.*

The tone of our letter must be polite and we should never be rude.

# Plan

**Dear Sir/Madam,**

**Introduction**

**Paragraph 1**      *reason for writing*

**Main Body**

**Paragraphs 2 - 4** *complaints (with examples  
and/or reasons)*

**Conclusion**

**Paragraph 5**      *action to be taken*

**Yours faithfully**  
*(your full name)*





- a large deluxe cabins
- private bathrooms
- 5 star restaurant with gourmet food

- *small cabins, dirty*
- *had to share a bathroom*
- *poor quality food*

# **Homework:**

**Write a letter to the company, complaining about the holiday and asking for a refund. Use the writing tips and the plan to write the letter. (100-120 words)**



# **Continue the sentences:**

- 1. На уроке я работал...**
- 2. Своей работой на уроке я...**
- 3. Урок для меня показался...**
- 4. За урок я...**
- 5. Мое настроение...**
- 6. Материал урока мне был...**
- 7. Домашнее задание мне кажется...**

# Интернет ресурсы:

1. <http://avivas.ru/img/news/201111/110476881.jpg>
2. [http://parusa74.ru/images/rechniye\\_kruizi/teplohodi/Mihail\\_Kutuzov/13glavnaya\\_paluba.jpg](http://parusa74.ru/images/rechniye_kruizi/teplohodi/Mihail_Kutuzov/13glavnaya_paluba.jpg)