

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:

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

Mild language	Strong language
<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...**

2. http://parusa74.ru/images/rechniye_kruizi/teplohodi/Mihail_Kutuzov/13glavnaya_paluba.jpg