

15<sup>th</sup> March, 2010

Dear Sir / Madam,

Re: Complaint about the Lucky Choice Seafood Restaurant

I am writing to complain about the 1.\_\_\_\_\_ conditions, the unacceptable quality of food and the poor service of the Lucky Choice Seafood Restaurant.

On 13<sup>th</sup> March, I celebrated my friend's birthday at the restaurant. We planned to celebrate in 2.\_\_\_\_\_ and enjoy a splendid feast of seafood, yet it turned out to be a nightmare.

I would like to start by commenting on the appalling hygiene conditions. Upon arriving at the restaurant, a waiter took us to a table. Behind us was a fish tank in which most of the fish had already died. No only was it an eyesore, but also an alarming sight which raised our doubts about the food safety.

Besides, we were shocked to see a chef smoking in the kitchen while preparing food with his dirty hands. The cigarette ash kept falling onto the food, which was unhygienic and disgusting. What's more, the smoke 3.\_\_\_\_\_ the room and we choked.

Worse still, we were 4.\_\_\_\_\_ at the 5.\_\_\_\_\_ rats and cockroaches crawling all over the place, which was a solid 6.\_\_\_\_\_ of the poor hygiene. As the best carriers of germs, insects not only spread diseases, but also scare customers. For instance, my friend was so 7.\_\_\_\_\_ that he could not utter a word.

My next complaint 8.\_\_\_\_\_ the low quality of food. By the time the dishes arrived, we had already lost our appetite. Nevertheless, we still took a few bites. The pork chops tasted like plastic and smelled like old socks. The fish was undercooked and tasteless. When my friend saw the blood flowing out of its eyes, she threw up over the table.

The thing that concerned me most was the outrageous attitude of a waiter. When I made a complaint about the food to a waiter, he 9.\_\_\_\_\_ at us, "If you don't like the food, get out!" Feeling shocked and humiliated, we paid the bill 10.\_\_\_\_\_ and left. His impolite response was absolutely disgraceful and under no circumstances should you mistreat and offend your customers.

I demand an apology and a refund from the restaurant. It would be very much 11.\_\_\_\_\_ if you could attend to the matter at your earliest 12.\_\_\_\_\_. Otherwise, I will have no choice but to bring the matter to the Food and Environmental Hygiene Department.

I look forward to 13.\_\_\_\_\_ your prompt reply.

Yours faithfully,

*L. Tse*

L. Tse

**A. Fill in the blanks with the words provided. You may need to change the word forms.**

receive	reluctant	convenient	appreciate	deplorable
concern	ubiquitous	style	permeate	Appal
proof	snarl	petrify		

**B. Proofreading**

1. It may easy to catch fire.
2. It made me lost my appetite.
3. The food smell badly.
4. Many fish were died.
5. I am writing to complaint about the restaurant I've been to last week.
6. The thing that concerned me most was that your waiter's impolite behaviour.
7. My next complaint concerns about the chief had a lack sense of hygiene.
8. Many cockroaches and mouses can be seen in everywhere.
9. A staff was smoking while he was cooking.
10. The smoke of the cigarette spreaded throughout the restaurant.
11. Your service was unsatisfied.
12. We were unsatisfy with your service.

- Vocabulary
- An advanced grammatical structure, Inversion, is used 3 times.
- Structure (Suggestions - Optional)
- Proofreading
- Points to note

1. It may catch fire easily.
2. It made me lose my appetite.  
Because of it, I lost my appetite.
3. The food smelt bad.
4. Many fish were dead. / Many fish died. / Before the fish were served, they had died.
5. I am writing to complain about the restaurant I went to last week.
6. The thing that concerned me most was your waiter's impolite behaviour.  
concern (V) = worries somebody
7. My next complaint concerns the chef's lack of awareness of the importance of hygiene.  
concern (V) = is about  
be concerned about (ADJ) = be interested in / be worried about
8. Many cockroaches and mice could be seen everywhere / here and there.  
They were ubiquitous.
9. Staff = a GROUP of people who work for the organisation  
A staff member = A member of the staff
10. The smoke of the cigarette spread throughout the restaurant / permeated the restaurant.
11. Your service was unsatisfactory.
12. We were dissatisfied with your service.

15<sup>th</sup> March, 2010

Dear Sir / Madam,

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I am writing to complain about the **deplorable** conditions, the unacceptable quality of food and the poor service of the Lucky Choice Seafood Restaurant.

On 13<sup>th</sup> March, I celebrated my friend's birthday at the restaurant. We planned to celebrate in **style** and enjoy a splendid feast of seafood, yet it turned out to be a nightmare.

I would like to start by commenting on the appalling hygiene conditions. Upon arriving at the restaurant, a waiter took us to a table. Behind us was a fish tank in which most of the fish had already died. No only was it an eyesore, but also an alarming sight which raised our doubts about the food safety.

Besides, we were shocked to see a chef smoking in the kitchen while preparing food with his dirty hands. The cigarette ash kept falling onto the food, which was unhygienic and disgusting. What's more, the smoke **permeated** the room and we choked.

Worse still, we were **appalled** at the **ubiquitous** rats and cockroaches crawling all over the place, which was a solid **proof** of the poor hygiene. As the best carriers of germs, insects not only spread diseases, but also scare customers. For instance, my friend was so **petrified** that he could not utter a word.

My next complaint **concerns** the low quality of food. By the time the dishes arrived, we had already lost our appetite. Nevertheless, we still took a few bites. The pork chops tasted like plastic and smelled like old socks. The fish was undercooked and tasteless. When my friend saw the blood flowing out of its eyes, she threw up over the table.

The thing that concerned me most was the outrageous attitude of a waiter. When I made a complaint about the food to a waiter, he **sarled** at us, "If you don't like the food, get out!" Feeling shocked and humiliated, we paid the bill **unwillingly / reluctantly** and left. His impolite response was absolutely disgraceful and under no circumstances should you mistreat and offend your customers.

I demand an apology and a refund from the restaurant. It would be very much **appreciated** if you could attend to the matter at your earliest **convenience**. Otherwise, I will have no choice but to bring the matter to the Food and Environmental Hygiene Department.

I look forward to **receiving** your prompt reply.

Yours faithfully,

*L. Tse*

L. Tse

# Please don't make the following mistakes again.

**Use the PAST tense!**

**Don't use short forms.**

- 1. Dear Sir / Madam,**
- 2. Title**
- 3. Body**

- 1. Closing: Yours faithfully,**
- 2. Signature**
- 3. Name**

**The tone of complaint letters should not be aggressive or insulting, as this would annoy the reader and not encourage them to solve the problem.**

**Format:**

- **Date**
- **Salutation**
- **Title**
- **Introduction: purpose**
- **Background: details**
- **Problem 1a**
- **Problem 1b**
- **Problem 1c**
- **Problem 2**
- **Problem 3**
- **(Suggestions)**
- **Ending: Request + threat**
- **Conclusion**
- **Closing**
- **Signature**
- **Name**