

Suggested structure to extra writing topic of Unit 6

Greeting	- Dear Sir/ Madam,
Introduction	- complaint about the unsatisfactory travelling experience - from 19 th April to 22 nd April
Body	- Having seen the advertisement on the newspaper, my family and I signed up for a tour to Japan offered by your company. - realised that the trip was not how your company promised - In the advertisement, the trip was mentioned to include '2 hour of all-you-can-eat Japanese meal' and '5-star hotel rooms'. - inadequate portions of food and substandard accommodation - To make things worse, we got upset about the poor attitude of the tour guide. - yelled at us - terribly rude and disrespectful
	- deserve to be offered a quality trip - not acceptable - felt like being scammed - extremely disappointed about the unprofessional attitude of the tour guide - demand that the following actions should be taken.
	- Since your service is not as promised as the trade descriptions, it would be appreciated if you offer us a full refund. - provide further training for the tour guide - prompt actions should be taken - lodge the complaint to the Consumer Council and the related authorities
Conclusion	- look forward to your prompt reply - I can be contacted at 65673456. Thank you for your attention.
Closing	- Yours faithfully,