



Peter is writing an e-mail to a restaurant manager.

From: peter1212@hellomail.com To: info@rainbowrestaurant.com
Date: 28 July, 20XX (Sat) Time: 1:53 pm
Subject: Complaints about Rainbow Restaurant

Dear Manager,

5 I am writing to complain about the service and food quality of your restaurant. My family and I had dinner there last night and we had an **awful** experience.

10 I called to reserve a table there two weeks ago. When my family and I arrived at the restaurant, the staff member at the counter told us to queue outside because my name was not on the reservation list. We told him about the call but he didn't check the record for me. We had to wait for an hour to get into the restaurant.

15 The food was even worse. We ordered the set dinner but the dishes were tiny like afternoon snacks. The chicken was burnt and the pumpkin soup was cold. The rice was very hard so I had to chew it many times. There were only two thin apple slices and a few pieces of lettuce in the salad.

20 Please give us a refund and take actions to improve the service and food quality of your restaurant.

Yours faithfully,
Peter Wong

A Choose the best answers by blackening the circles.

1. In line 7, what does the word 'awful' mean?

- A. Great B. Terrible C. Hard D. Cold

2. Peter called to book a table at Rainbow Restaurant on _____.

- A. 14th July B. 26th July C. 27th July D. 28th July

3. What was the set dinner like?



A.



B.



C.



D.

4. The staff member at the counter thought Peter _____.

- A. complained about him
 B. did not like the food there
 C. did not make a reservation
 D. had a lot of family members

Q5

Pay attention to the first and last paragraphs for the main idea of the e-mail.

5. Why did Peter write the e-mail to the manager?

- A. Peter did not want to queue outside Rainbow Restaurant.
 B. Peter had a nice dinner with his family at Rainbow Restaurant.
 C. Peter's family cooked better than the chefs in Rainbow Restaurant.
 D. Peter was not happy with the food and service of Rainbow Restaurant and wanted his money back.

B Answer the questions in complete sentences.**Q7**

Who did Peter write to?

6. How long did Peter and his family wait at Rainbow Restaurant?

They waited for _____ at Rainbow Restaurant.

7. Who will handle the e-mail complaint?

_____ will handle the e-mail complaint.