

## Challenge Station on Text Types

How is a complaint letter usually structured? Write the correct letters in the boxes. Then choose the best answer for each question by blackening the circle.

**A. Body**

**B. Complimentary close**

**C. Salutation**

**D. Opening paragraph**

**E. Closing paragraph**

1. **C**

Dear Sir/Madam,

2. **D**

I am writing to express my disappointment and dissatisfaction with my dining experience at Porter's Burgers on 15<sup>th</sup> April. Having been a patron of the restaurant for nearly three years, I am genuinely shocked and dismayed by the quality of food I was served, [ ? ] I have long been appreciative of your consistency in fine quality and dedication to maintaining it. 5

3. **A**

As usual, I ordered a grilled beef and mushroom burger and a glass of lemonade. The burger buns, beef and cheese were all right, but the mushroom slices, as I discovered after a few bites, were undercooked, to my utter surprise. Worse still, judging from the cardboard-like texture and the foul smell, I was quite sure that they were not fresh at all, if not already past their shelf life. Knowing that burgers are what the restaurant has gained widespread recognition for over the years and taken pride in, my disappointment with the experience multiplied. 10

As the waiter came by to collect the dishes, I informed him of the problem and described to him the strange taste and smell. Without attempting to provide an explanation or to follow up on the problematic burger, he simply offered me a terse response: okay. Never have I foreseen myself experiencing all this in one of my favourite diners. 15

4. **E**

As I mentioned at the very beginning of the letter, I have always enjoyed dining at Porter's Burgers. I know that mistakes happen, so I have not yet shared this experience on any social media sites. I, therefore, would like to know if there was any reason behind my unpleasant experience and to see improvements in both food quality and customer service. [ ? ]. 20

Yours faithfully,

5. **B**

25

Amelia Wong

6. The '?' in line 5 can best be replaced by '\_\_\_\_\_'.  
 A. since  B. while

7. The '?' in line 24 can best be replaced by '\_\_\_\_\_'.  
 A. I look forward to hearing from you  B. Thank you for your patience

8. Which of the following responses might be what Amelia expects?

A. 'We'd like to offer you two coupons as a gesture of compensation.'

B. 'We're sorry to have made such mistakes. We promise they won't happen again.'