

Writing Task Sample

Unit 7 Fruit for life (p.63)

How can poor service lead to negative comments and harm a business's reputation?

Write an article in about 180 words to talk about a negative shopping experience and offer suggestions to the shop owner on how to improve.

I recently visited a hardware store which opened in our neighbourhood. I wanted to buy some tins of paint to redecorate my bedroom. I don't know much about decorating, so I **depended** on the shopkeeper's advice.

The first thing I was put off by was the man's **demeanour**. The assistant behind the counter was not very helpful, on the contrary, he appeared **borderline** grumpy. Instead of walking me to the right aisle, he simply pointed towards the general direction of indoor paints.

It took me a while to locate the colours, which could have been avoided had the man been more helpful. Also, it was hard to tell what the colours would look like outside of the tin, and consequently I felt annoyed.

To top it all off, at the till the assistant didn't apply the discount, which was clearly marked on the product. He didn't even apologise for the **oversight!**

At this point, I really had had enough. Listen, I only came here to give a new local business a chance. I could have gone to the megastore in the first place.

Overall, a good shopping experience **hinges on** attentive staff. In addition, I do **draw the line at** the lack of care and rudeness.

~206 words