

Unit 2 A formal email – An email of complaint ➔ p22

1 In each statement underline what applies to FORMAL writing.

- Open with: *Dear Ben, / Dear Mr Smith, / Dear Sir/Madam, Hi Bob, / Dear Ms Jones.*
- Close with: *yours, / yours sincerely, / yours faithfully, / love, / best wishes, / best.*
- You can / can't use some / any contracted forms.
- Sign with: your first name / just your surname / your full name.
- Introduce your topic with: *just a note to say ... , / I'm writing to express...*
- Request with: *Can you ... ? / I'd be grateful if you could ...*
- In an email: please *find attached ... / I've attached ...*
- End with: *I look forward to hearing from you at your earliest convenience / Looking forward to seeing you soon.*

2 Which of these adjectives would you expect to find in a letter or email of complaint?

dismayed	delighted	appalled	distressed
thrilled	disappointed	concerned	pleased
upset	dissatisfied	overjoyed	shocked
distraught	horrified		

3 Read the email of complaint to an airline. Where had the family been on holiday? Who wasn't well? Why couldn't the family travel home together? Who flew back from New York? Why?

4 How are these more informal lines expressed in the email?

- because your airline didn't do the right thing
- Tom felt a bit sick
- We weren't very worried
- we told her what had happened
- the plane wouldn't leave until we got off
- the news really upset us
- they promised we'd definitely get seats on the next flight
- I've also sent you a list of our expenses with receipts.

5 Discuss as a class more situations that you could complain about. Choose one and write to complain.

Date: Sat, March 3 07:50:28 -0700 (PDT)
 From: "Benjamin Potts" <bjam.potts@gmail.com>
 To: customers@QFlyair.com
 Subject: Services complaint

Dear Sir or Madam,

BOOKING REFERENCE: 4YFHTT (Benjamin and Susan Potts)

I am writing to complain about a most upsetting travel experience, which we believe was the result of the poor judgement of your airline.

Our family group of six were due to return from the holiday of a lifetime, departing Antigua for London, Gatwick, on flight QF 5612 at 19.40 on February 26th. Our son, Tom (14), was feeling a little unwell, having spent too long in the sun. None of the adults present were overly concerned. We boarded the aircraft and a member of the crew asked if our son was all right. We explained the situation and took our seats. The same crew member returned with a thermometer and took my son's temperature. She said that it was 100.2° (the normal range is between 97° and 100°) and she left. A few minutes later, she returned to say that she had contacted paramedics and as the temperature was above normal, we would have to leave the aircraft. We were shocked to hear this, pointing out that our son now felt fine. However, we were told it was too late, and the aircraft would not depart until we disembarked. This news caused great distress to my entire family, especially my son, and his ten-year-old sister. However, we were assured that we would have guaranteed seats on the flight the following evening. In the end we disembarked, leaving our distraught daughter with her grandparents.

We were taken to a hospital, where we spent four hours and \$550 dollars to get a letter saying that my son was safe to fly. We were dismayed to hear the doctor's disbelief that our son had been asked to leave the flight.

The next day, we were appalled to learn that there were no available seats. Fortunately, Delta Airlines came to our rescue, offering us flights to London, Heathrow that day via New York, JFK. Flights that cost US\$3300.

In conclusion, I ask for an explanation of your airline's actions, and that you not only refund the expenses incurred, but also pay us compensation for the distress caused. I enclose a detailed breakdown of all our expenses with receipts. I look forward to your swift reply.

Yours faithfully,

Benjamin Potts

Mob: 07947 433445



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