

A Horrible Trip In Guangzhou

4C Janice Mak

Dear Sir,

Re : A complaint about a four-day tour to Guangzhou

I am writing to complain about the extremely bad tour service of your company.

I would like to start with the coach that we rode on during the trip . That was not a coach for us to ride on; the windows were all broken. Also, the guide was smoking on the coach even though there was a non-smoking sign! The thing that I couldn't bear most was the toilet. It was out of order! We paid for this trip, hoping to have a comfortable and enjoyable one; how could I expect the coach would be such a mess!

The next problem was that the "hotel" was so disgusting. The windows were broken, and the mirror too! There was a mouse hole, and when we went inside the bedroom, there was a mouse! The bed was a mess, and everything was very dirty. It made me feel like being in a garbage bin!

The most unacceptable thing was the meal provided by the Golden Hotel. The waiters were all smoking when we had our meal. Even worse, there were cockroaches having their meal with us! And the table was full of residue food.

I hope that you will discipline those irresponsible staff! If I do not receive a satisfactory reply from you, I will have no choice but to contact the relevant authorities.

Yours faithfully,

Chris Wong

Teacher's Feedback : You have written a very well-structured essay. The complaints you made are well-presented with details. The genre of the letter is appropriate and well-adopted. (Miss

Subject *U.E.* Ruth Wong)

Food For Thought : Will this letter be better if Janice puts the 5-Wh and 1-H in the first paragraph?

Class *1B*
Session

Life
young people seem to have
alth. They think it is
However, they have a bad
and ailing. If