

WorksheetNo()

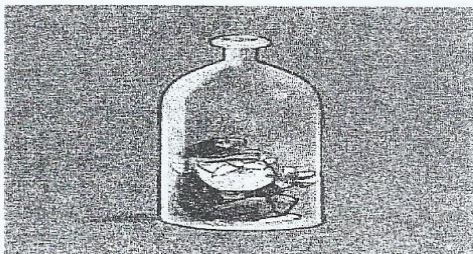
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|---|-------------------|-----------------------------|
| Name | Title: module 9 | Date |
| Semester: 2nd | W S type: Writing | Class: 3 rd prep |
| Learning Outcomes: 1-Reading: To identify the main idea. 2- Writing: To write a letter of complaint. | | |



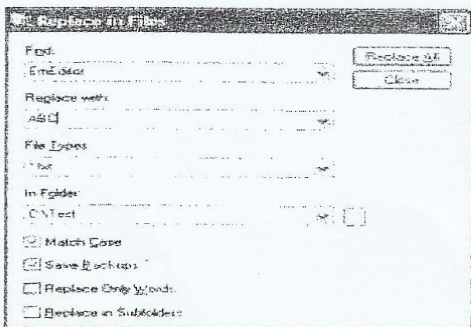
A letter of complaint word search

* Find the following words in the word search below:

F C R E F U N D
I E N C L O S E
R E C E I P T D
J J Z K I B Q U
B R T D A F Y A
C O M P L A I N
T R E F U S E U
R E P L A C E Y



COMPLAIN
REFUSE
REFUND
ENCLOSE
RECEIPT
REPLACE



A LETTER OF COMPLAINT

- *Last Friday, You received a pair of shoes you'd ordered online from Batta Shoes,- Dubai. You've found out that the shoes were of (different sizes and styles.*
- *Write a formal letter of complaint (between 80-100 words) stating your reasons for returning the shoes and asking for a full refund or replacement.*

Dear Sir/Madam,

I am writing this letter to complain about a pair of shoes I received from Batta Shoes - Dubai branch last Monday.

When I opened the packet I found out that the shoes were of different sizes .What was worse, the two shoes were of different models, too. I called the sales person there and explained the problem, but he was unhelpful and didn't do anything for this problem.

I enclose the shoes and the receipt for 40 B.D and I would be very grateful if you would refund my money or replace them.

P.S. My address and account number are shown on the receipt.

Yours Sincerely,

Jassem

Dear Sir/Madam,

I am writing this letter to about I bought from your Manama

When I went back home and I it, I found that theand it

I took it back to the sales person, but he was and refused to it or my money.

I the receipt for 12 B.D and I would be very 10) if you would refund my money or it

Yours Sincerely,

.....

Dear Sir/Madam,

I am writing this letter to complain about a camera I bought from your store in Manama two/three/five days ago.

When I got home and opened the box, really I was shocked! First of all, it is a different model, not the same one I ordered/bought. Moreover, the colour is black whereas the one I chose was silver/grey. Furthermore, there is a scratch on the lense. To make matters worse, the flash doesn't work! The next day I returned to the shop but the sales assistant/ sales lady/manager was rude/unhelpful/unpleasant and refused to exchange the camera or refund my money.

I have enclosed the receipt of BD 70. I would be grateful if you could refund my money. Otherwise I will take legal action.

Yours faithfully,



Dear Sir/ Madam,

I am writing this letter to complain about a jacket I bought from your shop in Seef Mall last month/ last week.

Actually I have just worn it twice, but after washing the colour faded and it shrank! While the shop assistant guaranteed that won't happen at all. Furthermore, I found a hole in the back. I tried to cover it but it shows and it really looks awful! I returned back to the shop but the manager was very unhelpful. He refused to refund my money or exchange it.



I enclose a receipt of BD25. I look forward to hearing from you at your earliest convenience.

(*) Fill in (the formal letter of complaint) with the words in the box below.

* - Last Friday, You bought a pair of shoes for 40 BD from Gulf mart mall. At home, you realized that the shoes were of different sizes. State your reasons for returning the shoes and ask for a full refund or replacement in the letter of complaint.

Friday _ Gulf mart mall _ refunds _ Complain _
a pair of shoes _ forty _ refused _ different sizes

Dear Sir,

- I am writing this letter to 1) about 2)
I bought last 3) from your store 4)
In Muharraq. They cost me 5) Bahraini Dinars (BD).
- When I went home and I have worn them / tried them on. I found that the shoes were of 6)
- I took them back to the sales person, but he was unpleasant and 7) to help me change them or 8) my money.
- I enclosed the receipt for 40 B.D and I would be very grateful if you would refund my money or replace them.

Yours Sincerely,

()** Complete (the formal letter of complaint) with the missing information.

* - Three days ago, you bought a T-shirt for 12 BD from Lulu hypermarket in Manama. At home, when you washed it you realized that the T-shirt colour faded and it shrank.
Write a formal letter of complaint (between 80-100 words) stating your reasons for returning the T-shirt and asking for a full refund or replacement.

Dear Sir,

- I am writing this letter to 1) about 2)
I bought 3) ago from your store 4) In Manama in the evening. They cost me 5) Bahraini Dinars (BD).
- When I went home and I washed it. I found that the T-shirt colour 6) and it
- I took it back to the sales person, but he was 7) and refused to help me 8) it or refund my money.
- I 9) the receipt for 12 B.D and I would be very 10) if you would refund my money or replace it

Yours Sincerely,



(1)

