

Writing to Complain



Monday 31st January 2022

Overall Objective: To understand formal and informal language.

Learning Outcome: I can use the subjunctive form as a grammatical feature of formal writing.

What do we need to know?

The subjunctive form is used in formal language.

It can be used to give advice or a talk about an unreal situation.

The subjunctive form follows certain verbs or expressions.

If I were you though, I wouldn't worry too much about it!

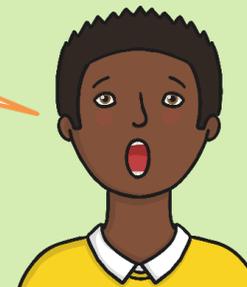
Giving Advice

What would you suggest for these problems?



I've got a terrible cough. I just can't get rid of it!

Oh no! I've forgotten my lunch AGAIN!



Did anyone begin their suggestion with the phrase, "If I were you, I would...?"

Well done - you're using the subjunctive verb form!

Subjunctive Verbs

The *subjunctive verb form* can be used in formal letters of complaint to show when the situation isn't really possible or likely.

If you were in my situation, you would be extremely displeased with the service.

If I were the manager of this hotel, I would be more respectful of my clients.

If I were to book again with your company, I will expect a much better dining experience at your hotel.

If the staff were to undertake training in the near future, these issues could be addressed.

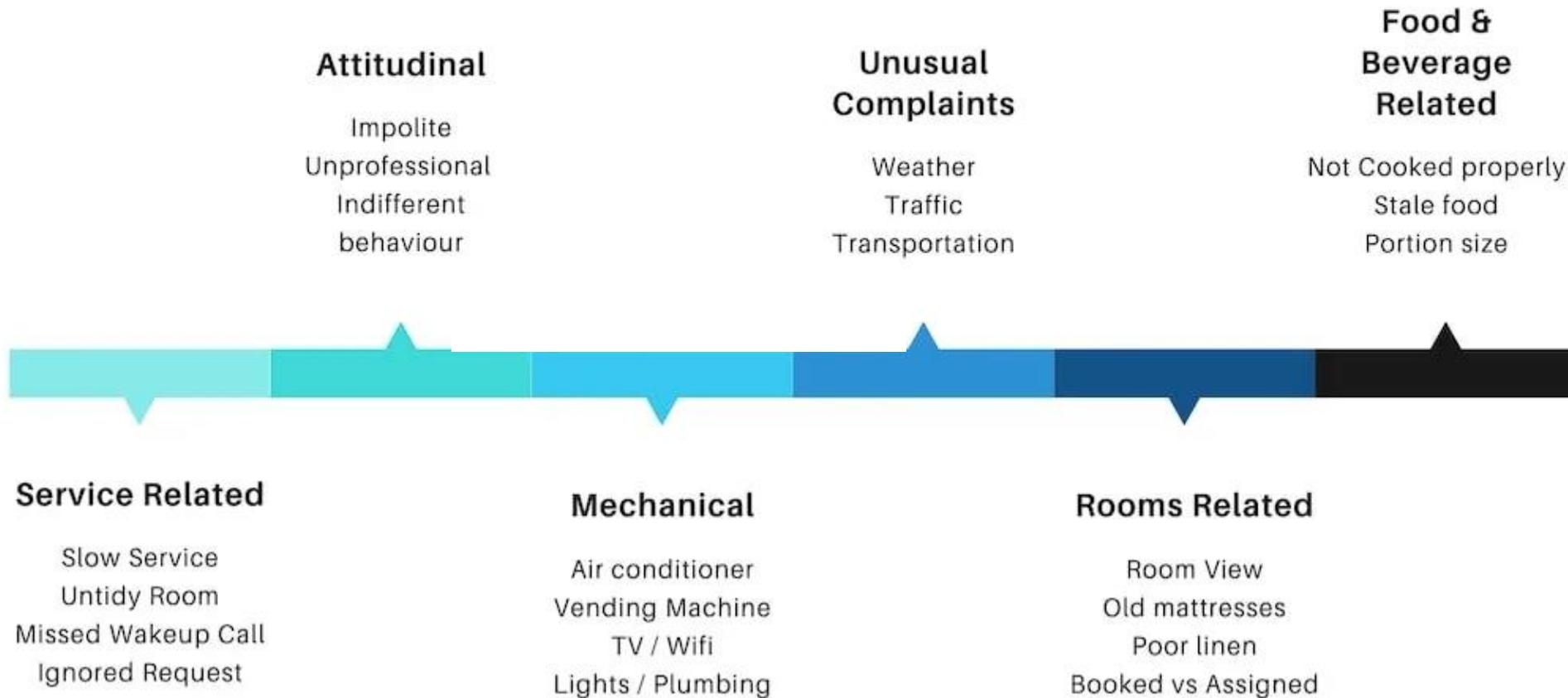
The food served in your 'luxury' restaurants left a lot to be desired- it was either soggy or stale. If I were planning on dining out every day, I would not have booked an all-inclusive resort.

The staff that I encountered throughout my stay were unable to solve any problems with my room. If I were the manager of this hotel, I would ensure that they participated in a full training package to give them the skills to deal with customer concerns.

The first sentence outlines the complaint. The second sentence uses the subjunctive form to make a suggestion using a formal structure.

Using these complaints as your inspiration, write some complaint points followed by a sentence which includes the subjunctive form..

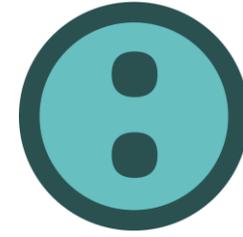
Types of Hotel Guest Complaints



Tuesday 1st February 2022

Overall Objective: To use a wide range of punctuation

Learning Outcome: I can use a colon to introduce a list.



A colon is a punctuation mark which can be used to introduce items in a list. There are some rules which we need to follow to use colons correctly. The bottom 'stop' sits on the line (like a full stop) and then another one is directly above it. They are not coloured in to look like footballs!

The clause before the colon must be an independent clause. In other words, it must make sense on its own..

To learn how to use colons correctly, you need to do many things: listen, apply and practise.

A colon will start the list.

The word 'and' is used to introduce the last item on the list instead of a comma.

The list items are separated by commas.

Discuss with a partner why these sentences are not correct.

We expected to find a range of water sports: sailing, kayaking, canoeing.

When I arrived at my hotel, I expected to: be dealt with immediately, be shown to my room promptly and have attentive service.

We had many problems with our room: dirty linen broken locks missing remotes and noisy plumbing.

We packed up to visit the beach with: parasols, beach games and inflatables.

Did you spot why they were not correct?

We expected to find a range of water sports: sailing, kayaking, canoeing.
The word and should be used before the final item in the list.

When I arrived at my hotel, I expected to: be dealt with immediately, be shown to my room promptly and have attentive service.
The clause before the colon does not make sense independently.

We had many problems with our room: dirty linen broken locks missing remotes and noisy plumbing. *The commas are missing in the list.*

We packed up to visit the beach with: parasols, beach games and inflatables. *The clause before the colon does not make sense independently.*

AMBER

Put the colon and commas into these sentences in the correct places.

- 1. I was promised a range of water sports sailing windsurfing, kayaking and diving.*
- 2. The hotel brochure claimed there would be a variety of activities for children crafts story time karaoke and organised sport sessions*
- 3. The food was the same at each meal charred meat soggy rice greasy fries and overcooked vegetables.*
- 4. I was woken each morning with the sound of building works loud hammering piercing drilling and constant sawing.*
- 5. The salad bar was a sight to behold wilting lettuce leaves slimy slices of cucumber and tasteless tomatoes.*
- 6. A variety of equipment in the room was broken the television the power shower the heated towel rail the underfloor heating and the air conditioning.*

GREEN

Write these sentences using the colon to introduce the list.

- 1. I was promised a range of water sports*
- 2. The hotel brochure claimed there would be a variety of activities for children*
- 3. The food was the same at each meal*
- 4. I was woken each morning with the sound of building works*
- 5. The salad bar was a sight to behold*
- 6. A variety of equipment in the room was broken*

BLUE

Use these lists of items to write your own sentences using colons to introduce them. Remember, you should use a main clause before the colon and you will need commas in your list.

sailing windsurfing, kayaking and diving.

crafts story time karaoke and organised sport sessions.

charred meat soggy rice greasy fries and overcooked vegetables.

wilting lettuce leaves slimy slices of cucumber and tasteless tomatoes.

the television the power shower the heated towel rail the underfloor heating and the air conditioning.

Wednesday 2nd February 2022

Overall Objective: To develop effective use of vocabulary.

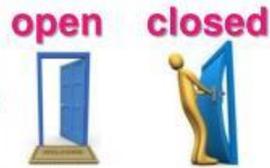
Learning Outcome: I can relate synonyms and antonyms.

Synonyms and Antonyms

Synonyms are words that have almost the same meaning.



Antonyms are words that have opposite meanings.



Synonyms and antonyms are often used within sentences for effect. In complaints, it is particularly effective to include a synonym and an antonym within the same sentence to highlight the actual complaint.

AMBER

Underline the synonyms in these sentences.

1. The pool area was dirty and builders washed their filthy hands in the water.
2. I contracted food poisoning - luckily, my wife is a doctor and fortunately she had packed suitable medication.

Underline the antonyms in these sentences.

1. I expected to swim in a heated swimming pool but I received the fright of my life when I jumped into the freezing water.
2. I expected an organised dining room but it was chaotic and noisy.

Finish the sentences with a clause which contains an antonym of the underlined word.

1. The brochure promised a spacious en-suite room but ...
2. The Hotel Tropicana appeared to be a tranquil retreat but ...
3. I expected the staff at the reception desk to be helpful but ...
4. It was advertised that the beach was private and almost deserted however, ...

GREEN

Finish the sentences with a clause which contains an antonym of the underlined word.

1. The brochure promised a spacious en-suite room but ...
2. The Hotel Tropicana appeared to be a tranquil retreat but ...
3. I expected the staff at the reception desk to be helpful but ...
4. It was advertised that the beach was private and almost deserted however, ...

Write your own sentences using these antonyms:

5. polite / rude
6. delicious / tasteless
7. attentive / dismissive
8. picturesque / drab

BLUE

Trying to vary the way that you structure your sentences, write your own sentences using these antonyms:

- 1. polite / rude*
- 2. delicious / tasteless*
- 3. attentive / dismissive*
- 4. picturesque / drab*

Now, write your own sentences using antonyms to create maximum effect. Underline the antonyms you have used.

Thursday 3rd February 2022

Overall Objective: To plan my writing effectively.

Learning Outcome: I can plan a letter of complaint.



LETTER OF COMPLAINT



Paragraph One

Why are you writing?

Paragraph Two

Describe one of the problems that you experienced.

Paragraph Three

Outline a second problem that you experienced.

Paragraph Four

Outline a third problem that you experienced.

Paragraph Five

What do you want to happen?



LETTER OF COMPLAINT



1.

- To complain about lots of things in Hotel Tropicana
- Booked as a honeymoon for a relaxing and romantic break

2.

- Location
 - Miles away (200km) from Angel Falls
 - Right next to a busy motorway
 - No local shops, bars or restaurants

3.

- Accommodation
 - Room was tiny
 - Bed was broken and propped up on books
 - Shower was dirty / 'power shower' was a trickle of cold water
 - Room was never serviced so bins were overflowing
 - Sheets and towels never changed
 - Room service never answered
 - Balcony faced a brick wall

4.

- Dining
 - Only one restaurant (not seven advertised)
 - Served same food every meal – soggy rice, soapy curry and re-boiled vegetables
 - Only open limited hours
 - Staff were rude and aggressive

5.

- Expect an apology from your and a full refund of £3200