Reading/Literacy: Writing _____2nd Form

Example letter of complaint

[illegible]
[illegible]
[illegible]

[illegible] 2020

[illegible]
[illegible]
[illegible]
[illegible]

Dear [illegible],

My husband and I have just returned from one of your "deluxe city tours" in [illegible] (Aug.28 – [illegible] 1993) and [illegible] ABOUT the holiday we were given.

To begin with, the hotel [illegible] which we had been led to expect from your pamphlet. You advertise an old-fashioned country inn with comfortable and private bathrooms but what we got was a tiny room with none of the promised amenities. The room was so small that it was impossible to move in it without bumping into the furniture on our floor. The temperature was 34° every day, so you can imagine the discomfort of our room with nothing but the cold water tap for cooling. As the fire hose chart, mentioned we called down to the reception there was only one fire ground. There did not even seem to be any cleaning staff since our beds were made only once during the whole of our stay.

Added to all this, the tourist guide included in your pamphlet failed miserably to inform us [illegible] of Ireland's many interesting historical buildings for instance is [illegible] After five days in your hotel turned up who spoke only Hyperbolic English and we had [illegible] understanding any half of what he said.

As you will notice, we are [illegible] the holiday your company provided [illegible] and we are [illegible] of our money. We expect a letter of compensation as well as a satisfactory refund of our money. [illegible] we shall be forced to take matters a step further.

Yours faithfully,
Mary J. Smith

Activity one: Identify the following parts of this letter **(a. Sender's address b. Sender's address c. Complimentary closure d. The date e. Receiver's address f. Salutation)**

Activity Two: The letter of complaint has 3 main parts. What are they?

Part 1:

Part 2:

Part3: