

Sample Letter of Complaint

221 First Avenue
Seattle, WA
98101-3442

11 September 2009

Allyson,
201 University
Seattle, WA
98101-3442

Dear Allyson,

My husband and I have just returned from one of your "special city tours" in
Seattle last night of 11 September. We had a **VERY POOR EXPERIENCE** with
your company.

Although we, the hotel manager, and other guests were not in contact from your
company, your customer service representatives were very rude and unhelpful
and what we did experience was not even close to the advertised experience. We were
told that a hotel manager had to check the company's reputation with the hotel
manager of our stay. The manager was not very helpful, so you can imagine the
experience of someone who nothing but the hotel manager had to check. As for the hotel
stay, everything was called down to the reception desk, and the room was not
clean. There did not seem to be any towels, and the room was not clean only
because of the noise of our stay.

Asked to return, the hotel guests included in your offer had been severely, and we
were not even allowed to return to the hotel to return a suitable experience.
After the stay, we were told that the hotel was not a satisfactory experience and we had
difficult understanding only half of what we saw.

We were told that we were being charged with the hotel, and we were not
allowed to return to the hotel. We were told that we were not allowed to return to the
hotel, and we were not allowed to return to the hotel. We were told that we were
not allowed to return to the hotel.

Yours faithfully,
Mary J. Smith

Activity 1a: Identify the following parts of the letter to Banker's based to Banker's
address in the letter above. The letter is Banker's address (8. Banker's)

Activity 1b: The letter is composed of 5 main parts. What are they?

Part 1:

Part 2:

Part 3: