

# A Letter of Complaint



23 Lowry Lane  
Bold Town  
Lincoln  
L34 2NR

26<sup>th</sup> December 2023

Dear Sir/Madam,

I am writing this letter to make a complaint about a holiday that I took with my wife on your ship, 'The Emerald Gem', as it travelled around the Caribbean.

My wife and I had decided to book the holiday because we were celebrating our silver wedding anniversary. We had been on a cruise before so we were sure that we would not be disappointed. The brochure said there were beautiful rooms to stay in and that the staff were fantastic. However, my wife and I were very disappointed by the cruise as we experienced many problems.

On the holiday, we were upset by three main issues. The rooms were unacceptable, the facilities were poor and some of the ship's staff were rude.

As a treat, we decided to book a suite with a balcony because it looked amazing in the brochure. At first, we were pleased with the room but this feeling did not last. In the bathroom, we found a broken shower, a cracked bath and dirty towels. Even more upsetting though, were the flowers and chocolates that I had ordered as a surprise for my wife. They were nowhere to be seen! The balcony was also too small with only enough space for a single chair.

The second problem was that the ship's facilities were poorly organised. My wife and I wanted to watch the show at the theatre but it was not big enough to fit all of the guests on board. There was only one show a day and as it was very popular, it meant we were unable to get tickets.

The lack of clean water in the swimming pool was also a problem. It was not cleaned once during our stay. The colour of the water was the same emerald green as the ship by the time we left! There were also lots of children on board but no lifeguard on duty, making it very unsafe.

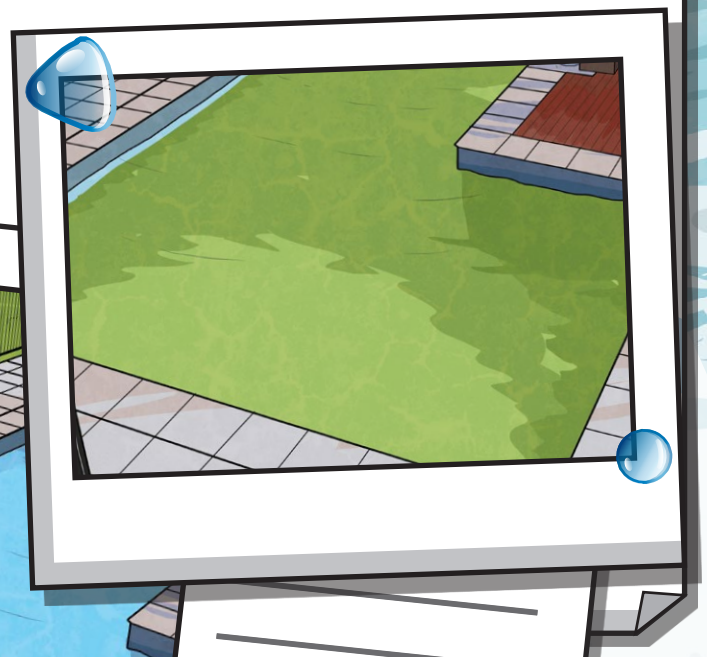
The final problem was the poor manners of some of the ship's crew. The receptionist was always polite and helpful. In the main restaurant though, the waiters were quite rude. They seemed to prefer talking and laughing with each other rather than helping guests. I think that they need training in this area.

My wife and I have been very upset by the holiday so I would like you to offer an apology from the company as well as an explanation as to why these problems occurred. I think a voucher should also be given so that we can celebrate our anniversary properly.

I look forward to your reply and to hearing your opinions on this matter.

Yours faithfully,

Joe Matthews



**Emerald Cruises**

# Questions

1. What problems were there with the swimming pool? Tick **two**.
  - not enough water
  - no lifeguard
  - an unclean pool
  - rude staff
2. What does the guest suggest needs to be done in the restaurant? Tick one.
  - New furniture should be bought.
  - The staff should be trained on manners.
  - The walls should be decorated.
  - New staff should be employed.
3. Number the sentences from 1-4 to show the order that they are written in the letter.
  - I think a voucher should also be given so that we can celebrate our anniversary properly.
  - The balcony was also too small with only enough space for a single chair.
  - The receptionist was always polite and helpful.
  - The colour of the water was the same emerald green as the ship by the time we left!
4. Underline one word in the quotation below that suggests that guests usually enjoy the show.

*There was only one show a day and as it was very popular, it meant we were unable to get tickets.*
5. Find and copy one word which shows that the pool was dangerous.  
\_\_\_\_\_
6. Fill in the missing words.

The brochure said there were \_\_\_\_\_ rooms to stay in and that the staff were \_\_\_\_\_.

7. What do you think is the most serious complaint made by the guest?  
Explain your reasons.

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8. What suggestions do you have to improve the quality of the ship?

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