

Пример General Training Task 1

Task 1

You booked a two-week holiday to Sidney with Fly-by-Night Travel. You are not happy with the holiday - the flight was delayed, the hotel was noisy, and so on.

Write to Fly-by-Night Travel to complain about the holiday giving details about the problems. Request some compensation or refund.

You should write at least 150 words.

Dear Mr. Jenkins,

I am writing to complain about my recent holiday in Sydney which was organised by your company.

My husband and I selected the two-week tour starting on 29 December. Your agency claimed we would be picked up at the airport, and that the hotel was three-star quality. The all-inclusive price we paid included breakfast and dinner.

On arrival at the airport, there was no one to meet us, so we had to take a taxi. This cost \$30. The receipt is enclosed.

The hotel was not what I would consider three-star. Besides, the hotel refused to provide us with dinner. We had to spend a further \$500 on meals. Again, I enclose our restaurant receipts.

I find it dishonest and unacceptable that your company sold us a tour which in no way resembled the description, and we would like to be compensated for all our extra expenses. The receipts which are enclosed total \$530.

If you do not comply, we would have to complain to your main office in London.

Yours sincerely,

Irina Bruce

(177 words)