



- 5 Complete the sentences with the words and phrases in purple in Jude's email. Use the definitions in brackets to help you.

I am writing to complain about an incident that ¹ _____ (happened) last night at Skybowl bowling alley.

- a We told her we had paid and tried to ² _____ her (persuade her to be more sensible). ☐
- b She ³ _____ us (said that we had done something bad) of trying to leave without paying for our drinks. ☐
- c My friends and I had finished our game and were about to leave when a waitress ⁴ _____ (came towards) us. ☐
- d All the other customers heard her shouting and we felt really ⁵ _____ (ashamed or embarrassed). ☐
- e However, she started shouting at us and ⁶ _____ (promised to do something bad) to call the police. ☐

In the end, the manager checked the computer and found that it was the waitress's mistake. The worst part of this whole event was that nobody apologised.

- 6 Put sentences a–e in Exercise 5 in the correct order to form an extract from an email.

- 7 Read the LANGUAGE FOCUS and complete the questions with **so** or **such (a/an)**. Then, in pairs, ask and answer the questions.

When was the last time:

- 1 you were _____ angry that you shouted at someone?
- 2 you had _____ good time hanging out with your friends that you didn't want the day to end?
- 3 you felt _____ humiliated that you went red in the face?
- 4 you received _____ terrible service that you complained or told someone else about it?
- 5 you had to deal with _____ rude people that you felt offended?

LANGUAGE FOCUS

Expressing cause and result

You can make your writing more varied by using **so** and **such + that clause** to give information about a cause and link it to a result:

- **so + adjective + that clause**

We were **so** humiliated **that we decided to contact you and complain.**

- **such (+ a/an) (+ adjective) + noun + that clause**

It was **such a** humiliating situation **that we decided to contact you and complain.**

- 8 You are going to write an email of complaint to a manager. Imagine you experienced one of the situations below. In pairs, make notes about:
- the details of the incident (what happened and how you felt/reacted).
 - what you want the manager to do.
- 1 A bus driver refused to let you and four friends onto a bus late at night. He said he recognised you and that you had caused trouble on the bus the week before. None of you had been on the bus the week before.
 - 2 You and your friends were asked to leave the cinema after a member of staff accused you of throwing popcorn around. It was actually some young children sitting a few rows in front of you.
 - 3 You were leaving a supermarket when the security alarm went off. The security guards were very aggressive and searched all your bags and pockets. After keeping you there for half an hour, they found there was a fault with the alarm.
- 9 Choose one of the situations in Exercise 8 and complete the writing task below. Use your notes from Exercise 8, the WRITING FOCUS and the LANGUAGE FOCUS to help you.

Write a formal email complaining about the way you were treated. Describe the incident and say what actions you expect the recipient to take. Write 140–190 words.