

Writing a Formal Letter

1

Look at the letter below, and then answer the comprehension questions.

The Manager
The Royal Grill,
45 Newland Street,
Chelmsford,
Essex.

44 Cedar Avenue,
Ravensfield,
Dunmow,
Essex.

January 16th 2011

Dear Sir,

I am writing in regards to a meal I had at your restaurant on Tuesday, January 14th.

I had made a reservation for three people several weeks in advance. However, upon arrival at your restaurant, there was no record of my reservation. We were forced to wait nearly forty-five minutes for a vacant table, and your staff did not seem very apologetic.

The meal we ordered was a total disgrace. The vegetables were overcooked, and my roast duck was so tough that I could hardly eat it. Furthermore, the service was shockingly slow. Considering the price of a meal at your restaurant, your customers deserve much better.

I had made the reservation at your restaurant in order to celebrate my mother's 70th birthday. We were looking forward to an enjoyable meal. However, we were left thoroughly disappointed. I was unable to complain at the time, because we were running late for a theatre performance. However, I would like to request a refund for the meal.

I have enclosed a copy of the receipt. If you have any questions, I can be contacted by telephone on (045) 445-8734 or by email at p_thompson@rczk.com.

I look forward to hearing from you at the earliest opportunity.

Yours faithfully,

Peter Thompson

Peter Thompson

enc. Copy of receipt for meal

2

Comprehension Questions

1. Who is Peter Thompson writing to?
2. When did he make the reservation?
3. Why is Peter angry with the restaurant?
4. What does he want the restaurant manager to do?