



TOEFL & IELTS

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Formal Letter

You recently stayed in a hotel in a large city. The weather was very unusual for the time of year and the heating / cooling system in the hotel was quite inadequate.

Write a letter to the manager of the hotel. In your letter:

- **give details of what went wrong**
- **explain what you had to do to overcome the problem at the time**
- **say what action you would like the manager to take**

You should write at least 150 words.

You do NOT need to write your own address.

Begin your letter as follows:

Dear _____

Dear Sir / Madam

I am writing in connection with my recent stay at the Four Seasons in London, England. Unfortunately, due to a malfunctioning heater in my room, I spent three miserable nights at your hotel from April 26 – 29, 2010.

When I arrived in London, there was an unexpected snowstorm. I understand it does not usually snow in April; however, when I got to my room, there was no heat. After complaining, a technician was sent up, who informed me they had to install a new heating unit. When I asked to be moved to another room, I was told the hotel was completely booked. Unfortunately, each night after work I returned to discover the **problem had not been rectified**. Eventually, I spent three horribly uncomfortable nights, wearing my coat to bed, wearing socks around the room and ending up with a bad cold from the unheated room. I had no time to complain as I had to catch a flight home right after my conference.

I am shocked by this terrible service. This is not what anyone expects for \$400 a night! To compensate me for this tremendous inconvenience, I ask that you refund my money right away and offer me a free, more comfortable stay in one of your finer suites in the future. If not, I am prepared to take my complaint to a higher authority.

I look forward to hearing from you at the earliest,

Yours faithfully,

Mr John McFee

Comment: Pay attention to the passive structure and the indirect speech which is quite common in the letter writing. The power of the letter resides in its sense of detailed reasoning.