

### Answering Strategy

1. Text type and format – This is a letter of complaint (to an organisation). Since the exact identity of the recipient is unknown, begin the letter with the salutation 'To whom it may concern' or 'Dear Sir / Madam'. End with the complimentary close 'Yours faithfully, Chris Wong'. Title the letter between the salutation and the main body to indicate your concern clearly.
2. Genre – This is a piece of expository writing with personal opinions. Explain why your experience has made you feel unhappy in detail. Do this by commenting on relevant aspects of the theatre. Express your feelings and ask the organisation to follow up the case.
3. Language and formality – The language of a letter to a government organisation should be formal. This shows the seriousness of the case. Though not being happy with the organisation, present your complaint objectively and factual. Avoid overly emotional language.
4. Organisation – Begin by stating your writing purpose, and the time and place of the incident. In the following paragraphs, list the things that you found unsatisfactory in the theatre. Strengthen your case by noting your negative reactions. End with the request that the organisation probe into the matter and the writer be compensated. Organise the paragraphs, and sentences in each paragraph, with cohesive devices.
5. Topic and vocabulary – The topic of this letter is theatre, drama, and management. Draw on your own experience. Also refer to the following vocabulary for suggestions about ideas.

### Useful vocabulary and expressions

#### Verbs / verb phrases

encounter	遇到
express someone's opinion	表達某人的意見
make money out of someone's pocket	從某人處賺錢
nag	嘮叨
look into this matter	調查這事件
spoil	糟蹋
spot	察覺
vanish	消失
walk out	走出去

#### Nouns / noun phrases

concessionary stand	小賣部
formal complaint	正式投訴
maze	迷宮
no expectations in mind	心裡沒有期望
perception	感覺
regular visitor	常捧場的觀眾

shut down	關閉
spotlight	射燈
upsetting circumstances	混亂的情況
usher	引座員

#### Adjectives / adjective phrases

agitated	激動的
disheartened	沮喪的
impartial	公正的
in charge of	負責
newly renovated	新裝修的
evidently worse than before	明顯比以前更糟的

#### Adverbs / adverb phrases

along with	連同
downhill	越來越糟
hereby	藉此
grossly	極其