

### Answering Strategy

1. Text type and format – You are asked to write a letter of complaint to the Customer Service Manager of a boutique. At the beginning, you should address the manager with ‘Dear Customer Service Manager’. A subject line is needed to point out the purpose of writing. End the letter with a formal complimentary close ‘Yours faithfully, Chris Wong’.
2. Genre – It is a descriptive and expository writing. You are expected to describe your experience in the boutique, how you were treated and what you expect the boutique to improve and how you would like them to follow up your complaint.
3. Language and formality – The language and tone in a letter of complaint should be serious and formal. You should sound strict in the letter in order to show your dissatisfaction with the boutique more effectively. At the same time, be polite.
4. Organisation – You should address the recipient at the beginning of the letter, followed by a subject line to show the purpose of the letter. In the main body, describe the problems you complain about. Finally, state your suggestions for improvements and possible actions.
5. Topic and vocabulary – The theme of this letter is poor service in a boutique. You should have enough relevant ideas and vocabulary items for this topic. You can refer to the following ideas and vocabulary items.

### Useful vocabulary items and expressions

#### Verbs / verb phrases

chew	咀嚼
explain	解釋
flip	快速翻閱
give the cold shoulder	故意冷落
murmur	低聲說
pick up	提取
scratch	刮
stare	盯著看
swear	說髒話
tarnish	褪色

#### Nouns / noun phrases

alteration	修改
assistance	協助
collar	衣領
fabric	布料
gossip magazine	八卦雜誌

gum	口香糖
headquarters	總部
hostility	敵意
measurements	尺碼
negligence	疏忽
refund	退款
supervisor	監督者

#### Adjectives

comprehensive	全面的
ill-mannered	無禮的
impatient	不耐煩的
irritated	被激怒的

#### Others

from time to time	不時
out of proportion	比例不當