

Answering Strategy

1. Text type and format – You are asked to write a letter of complaint to the supervisor of Green Perspective, a nature conservation organisation. You should address the recipient with ‘Dear Supervisor’ or ‘Dear Sir / Madam’ and end with ‘Yours faithfully’ or ‘Yours truly’ as required in a formal letter.
2. Genre – It is a descriptive and expository writing. You are expected to describe the eco-tour guide’s unsatisfactory performance. Your complaint should be based on the four pictures provided in the question. You are also required to suggest ways of improvement for the organisation.
3. Language and formality – As the letter is written by a part-time helper to the Supervisor, you should be polite while talking about the tour guide’s performance. Instead of direct and strong criticism, you should recount what happened during the eco-tour and give your suggestions politely and objectively.
4. Organisation – State the purpose of the letter and give necessary details of the eco-tour, the tour guide and your position. Based on the four pictures, point out the tour guide’s unsatisfactory service in separate paragraphs. Recount the happening on that day and how the tour guide failed to meet your and other tourists’ expectation. Finally, express your disappointment and give suggestions for improvement.
5. Topic and vocabulary – The topic of the writing is an eco-tour. 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

bother	費心
impart knowledge to	傳授知識
notify	通知
prohibit	禁止
put at risk	使處於危險境地
trip	絆倒

Nouns / noun phrases

attraction	景點
certification	證書頒授
first-aid kit	急救箱
guidebook	指南
habitat	棲息地 / 生態
illustration	圖解
mangrove	紅樹林
natural resource	天然資源
priority	優先
professionalism	專業
qualification	資歷
regulation	守則
responsibility	責任
species	物種
supervision	監察

tree frog 樹蛙

Adjectives

ambiguous	含糊不清的
disappointing	令人失望的
ecological	生態的
entire	整體的
inaccurate	不準確的
in-depth	深入的
indifferent	冷漠的
irrelevant	不相關的
limited	有限的
specific	特定的
stunned	感驚訝的

Adverbs

beforehand	預先地
ironically	諷刺地
nevertheless	然而

Others

for instance	比方說
in panic	恐慌
worse still	更糟的是