| <u>Dear/Hello</u> Sir or Madam,                                                                                                                                                                                  | <u>Dear/Hello</u> Sir or Madam,                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I am writing to <u>let you know/inform you</u> that a pizza I <u>was unlucky enough/had the misfortune</u> to order at your restaurant was <u>despicable/rubbish</u> .                                           | I am writing to <u>let you know/inform you</u> that a pizza I <u>was unlucky enough/had the misfortune</u> to order at your restaurant was <u>despicable/rubbish</u> .                                           |
| The cheese was <u>flavourless/gross</u> , the tomatoes <u>gone off/rotten</u> , and the base <u>chewy as</u> <u>rubber/impossibly tough</u> .                                                                    | The cheese was <u>flavourless/gross</u> , the tomatoes <u>gone off/rotten</u> , and the base <u>chewy as rubber/impossibly tough</u> .                                                                           |
| Never will I eat at your <u>establishment/joint</u> again. Not only was the food <u>pants/terrible</u> , but the waiting staff were <u>snooty/aloof</u> , and I had to wait two hours for my <u>grub/dinner!</u> | Never will I eat at your <u>establishment/joint</u> again. Not only was the food <u>pants/terrible</u> , but the waiting staff were <u>snooty/aloof</u> , and I had to wait two hours for my <u>grub/dinner!</u> |
| I <u>demand/want</u> a refund, to be paid <u>now/immediately</u> .                                                                                                                                               | I <u>demand/want</u> a refund, to be paid <u>now/immediately</u> .                                                                                                                                               |
| Yours faithfully/Cheers,                                                                                                                                                                                         | Yours faithfully/Cheers,                                                                                                                                                                                         |

Name:\_\_\_\_\_

Name: