

COMPOSITION

You went to Benny's fast food restaurant. It took 20 minutes to take your order and some other 15 to get served. The food was awful: the meat was cold, the tomato was rotten and the lettuce hadf swarms. When you complained to the manager ,he answered you rudely and when you refused to pay he nearly hit you and sent you out.

Write a letter of complaint about this restaurant.

(Suggested answer)

Dear Sir/Madam,

I am writing to express my complete dissatisfaction with the meal I was served last night at the local branch of Benny's, and my anger at the behaviour of the supervisor when I complained.

Firstly, the service was extremely slow. Despite the restaurant's claim of fast service, I had to wait fifteen minutes to give my order, and a further twenty minutes for the food to be served.

Furthermore, the advertisement describes the food at Benny's as delicious. However, the chips were raw, the meat was still frozen in the middle and the tomatoes were rotten.

To make matters worse, even though the restaurant claims that their customers always come first, when I complained the supervisor insisted on my paying for the meal, and when I refused he rudely told me to leave.

As you can imagine, I am extremely upset. I feel I am entitled to a full refund, in addition to a written apology from the local manager. I look forward to receiving your prompt reply.

Yours faithfully,
Maria Sanchez