

# Midterm Project

## Pre-reading:

Questions the teacher will ask students:

- 1- What do you write a letter of complaint for?
- 2- What can be the outcomes?
- 3- How long after the event should the customer write the letter of complaint? Why?
- 4- What facts do you include in your letter?
- 5- Who do you address the letter to?

[These are some tips on how to write a letter of complaint found on <http://www.infoplease.com/ipa/A0002121.html>. The statements have been altered. Students will write F for the false statements and T for the true statements.]

These are some guidelines for writing letters of complaint. Write F if you think they are false or T if you think they are true:

- Include your name, address, and home and work phone numbers. ( )
- Type your letter if possible. If it is handwritten, make sure it is neat and easy to read. ( )
- Make your letter brief and to the point. Include all important facts about your purchase, including the date and place where you made the purchase and any information you can give about the product or service such as serial or model numbers or specific type of service. ( )
- State exactly what you want done about the problem and how long you are willing to wait to get it resolved. Make pressure to have it done as soon as possible. ( )
- Include all documents regarding your problem. Be sure to send originals.( )
- Write an angry, sarcastic, or threatening letter. The person reading your letter probably was responsible for your problem and may be not very helpful in resolving it.( )
- Keep a copy of the letter for your records. ( )

Look at the website <http://www.infoplease.com/ipa/A0002121.html> and check if your answers were right or wrong.

### **During-reading:**

Read the model letter and check if the author of this letter followed some of the guidelines above.

Dear Seward,

It is with regret that I feel I must write to express my disappointment at the quality of the food and service I received at your restaurant yesterday evening.

While your food is usually of a very high standard I feel that, on this occasion, the meal left a lot to be desired. The preparation and presentation seemed hurried and careless. As a result, neither my guest nor I felt inclined to finish our meal.

Furthermore, the service was not what I have come to expect from your establishment. Our waiter was rather inattentive and slow, not only in taking our order but also in bringing the dishes. Since the reason of my visit was to entertain a client, I was somewhat disturbed at the apparent fall in standards. On the basis of my previous experience of your restaurant, I had promised my guest an especially memorable dinner, and was, therefore, deeply embarrassed to be proved entirely wrong.

Might I suggest that, as the manager, it would be advisable for you to oversee the preparation of food personally. Since I realise the work involved in running a restaurant is very demanding, I thus feel that the standard of the food served is of utmost importance. I would recommend, therefore, that you give this matter your urgent attention.

Regarding the service, I would suggest that you speak to the waiter concerned to ensure that other customers are not similarly inconvenienced. This would help your restaurant maintain its well-deserved reputation.

I look forward to hearing from you as soon as possible.

Yours sincerely,

P.A. Hogan  
P.A. Hogan

(Adapted from Evans, V. (1998). *Successful writing proficiency*. London: Express Publishing. )

## Post-reading:

### Writing

- 1- It is hard to take criticism. What words does Mr. Hogan use that makes the letter sound less harsh? Underline these words.
- 2- Rewrite the letter above according to the guidelines in the pre-reading. What would you add or omit? Be prepared to justify it.

3- Look at the concordance lines and come up with a general rule for the use of “suggest”, “somewhat” and “rather”. Look at the example with the word ‘like’.

include measures that Dukakis doesn't **like**. The governor's top aides have  
 President Bush--what he'd really **like** at this point now, seeing the  
 Videotron A lot of people would **like** to have it and they say--well, it's  
 <p> Unidentified Student #8: You'd **like** to go to Hawaii? OK. I've got two  
 with the airline business, because I **like** the way they do most things. <p>  
 <p> Glass: Amalia and Mary and Kara **like** each other and talk in class, but

Pronoun +Modal would Pronoun	like	Infinitive verb pronoun article + noun
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### SUGGEST

in the economy. That would seem to **suggest** no need for the Fed to cut short-  
 treaty to a popular vote. Analysts **suggest** French President Mitterrand  
 made

<p> Ydstie: The Danish vote seems to **suggest** the tide in Europe has turned  
 away

nerves, I refrained from writing to **suggest** that he get lost. Instead, I  
 pale perhaps, which would just **suggest** they'd been kept out of the  
 of the few members of Congress to **suggest** trimming entitlement payments  
 to

the Archives of General Psychiatry **suggest** that there may be a chemical  
 to be executed. <p> Berkes: Some **suggest** that two religious beliefs left  
 in the north of the country **suggest** that Saddam is concerned that  
 to prosecute. Some published reports **suggest** the coke ring is just the surface  
 African whites live in houses that **suggest** prosperous American suburbs.  
 a tax cut in the GOP platform. They **suggest** a flatter, simpler tax system with  
 burden. <p> Zwerdling: Studies **suggest** that many Kenyans want to have  
 Gonzales: There is some evidence to **suggest** that President Bush has yet to  
 family should disintegrate, I **suggest** that family values supporters

move

(source: WordBanksOnline)

	SUGGEST	
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**SOMEWHAT**

championships in Montreal. As the **somewhat** enthusiastic semi-capacity crowd

them and we find comparisons **somewhat** invidious. We think that it doesn'

that it had managed to escape from **somewhat** in the 1960s. Now I think we're

weak dollar. The dollar recovered **somewhat** from overnight lows but still was

What about its causes? Well, that's **somewhat** more complex, as Robert Hormats of

summer basically. Now we're into **somewhat** of a wet fall here, and so all that on the Capitol? <p> Roberts: **Somewhat**--but they're very cautious.

They

But the dollars rise was checked **somewhat** by a Federal Reserve Board report

doubt, Bush's announcement has been **somewhat** precipitated, in my personal

how difficult that would be clearly **somewhat** dependent on what the Ethics really put on the top shelf and is **somewhat** forgotten. Yeah, I think the

Cranston, as I say, has been **somewhat** set aside. <p> Edwards: All

he has

is that high-impact aerobics may be **somewhat** dangerous to your health, and we

was that Mr. Cavazos had become **somewhat** distant from the day-to-day company as the queen, played by a **somewhat** too young Glenn Close

discovers

(source: WordBanksOnline)

	SOMEWHAT	
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## RATHER

all white, and there's an Indian--or **rather** the ghost of an Indian who lived and as God says at one point, I hope **rather** touchingly, `I admit that we're I'm not very much in favor of this **rather** stingy attitude of you should stick is elected. I think that Yeltsin is **rather** controversial figure, and he got--I had won, this would have made it **rather** difficult for Gorbachev to continue decided this week he would make a **rather** low-key, kinder, gentler--if you wild condor by the leg. Since then, **rather** quietly, the zoos have succeeded in during the paper-making process **rather** than laid on the surface, making it is confident that informal, **rather** than formal, talks with European Shamir said vehemently I would **rather** be blamed for torpedoing the peace dominant power that it has been and **rather** many, many Third World countries and that it is a framework **rather** than a detailed accord. <p> Pete interesting. I understand we had a **rather** significant birthday yesterday. <p> Wouldn't it be wonderful if, **rather** than rushing past each other have an enhanced minority presence **rather** than the students of Northwest. <p> (source: WordBanksOnline)

	RATHER	
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### 3- Follow up activity

Write a short letter of complaint including the words “suggest”, “somewhat” and “rather”.