

# A troublesome trip

Name \_\_\_\_\_ Date \_\_\_\_\_



## Letter A

69 southfield road  
kings norton  
birmingham  
b13 1bg

operations manager  
southside hotel  
snowdonia  
north wales

\_.06.2011

dear samira

we have just returned from a holiday in ireland and I therefore appologise for not contacting you sooner. in your letter you asked for some additional infomation about my husband's sickness. i will attempt to give you the information requested.

on 6<sup>th</sup> june we ate at the snow view bar and my husband had steak which he enjoyed. when he got up on the 7<sup>th</sup> june he was fine until he ate his breakfast. he began to feel unwell very soon, but did not want to disappoint his friend as we had come from birmingham specifcally so that they could complete a particular walk on snowdon. they went off on the walk.

my husband was actually sick for the first time at about 12 o'clock. he was then sick on two more occasions. He did not eat anything else and only drank water. unfortunately the walk was abandoned at about 4pm because he was feeling so bad. instead of having another meal with our friends at the snow view bar that evening we just came straight home. my husband did not eat for about 24 hours after he had the breakfast.

fortunately our friends were not affected, as they did not breakfast at the hotel. I was not affected because I found my breakfast so unappetising I did not eat it. however, we were all affected as our mini-break was spoilt.

i hope this provides you with the information you require to locate the source of the problem.

yours faithfully

jo carney

# A troublesome trip

Name \_\_\_\_\_ Date \_\_\_\_\_



## Letter B

69 Southfield Road  
Kings Norton  
Birmingham  
B13 1BG

\_.06.2011

The Manager  
Southside Hotel  
Snowdonia  
North Wales

Dear Sir

We have just returned home from a short break in your hotel, staying in the Willow Lodge on 6.06.2011 (room 114). We had an evening meal on 6.06.2011 and breakfast on 7.06.2011 before spending the day in Snowdonia. Unfortunately, my husband had food poisoning which began almost immediately after the breakfast. He was unable to enjoy his day on the mountains.

We were the last guests to have breakfast that day. The food was extremely greasy and unappetising and my husband only ate half of it, which under the circumstances was fortunate. The sausage and bacon were particularly bad and certainly didn't appear to have been freshly cooked. I had slices of salami and cheese. They were presented in thick (the salami was at least 1 cm thick!) greasy chunks. I did not eat them. We did not like to complain at the time because we were with some friends who had recommended the hotel and who stay there regularly. Due to my husband's food poisoning however we feel that we should highlight this to prevent others from suffering the same fate. We look forward to hearing that you have investigated this matter.

Yours faithfully

Jo Carney

# A troublesome trip

Name \_\_\_\_\_ Date \_\_\_\_\_



## Letter C

69 Southfield Road  
Kings Norton  
Birmingham  
B13 1BG

The Operations Manager  
Southside Hotel  
Snowdonia  
North Wales

\_.06.2011

Dear Samira

Thank you for your letter. I found the tone of it somewhat worrying. It is not possible for me to refute the figures and temperatures you quote or to prove one way or the other that my husband was ill due to what he had for breakfast on 7<sup>th</sup> June. Suffice it to say we both remain convinced it was the food. I wrote to you however not only complaining about my husband's sickness but also the standard of food which we were presented with at breakfast on that day. We both found the food and its presentation to be of a **very poor** standard. So poor I did not even attempt to eat mine. This must surely cause your organisation concern and yet you didn't mention my comments in your letter. It would have been nice, since I have taken the trouble to write, if we had had some sort of apology. It is with regret that all we are left with from our stay at the Southside is a rather nasty taste in our mouths. We will never stay there again and we will actively discourage others from doing so. I have already posted a very negative rating on the internet.

Yours faithfully

Jo Carney

# A troublesome trip

Name \_\_\_\_\_ Date \_\_\_\_\_



You have read three letters about a visit to Snowdonia that went wrong.

Put the letters into the correct order and label them 1 / 2 / 3.

## Task A (L1 & 2)

One of the letters has all the capitals and some other punctuation missing. Write the letter out as it should be, by correcting the punctuation, the spelling and anything else you think is incorrect in the letter.

## Task B (L1 & 2)

What do the following words mean?

- refute
- suffice it to say
- requested
- specifically
- occasions
- abandoned
- unappetising
- require

## Task C (L1 & 2)

Where is Snowdonia?

Is Jo's husband a vegetarian?

What do you think Snowdon is?

How many times was Jo's husband sick?

What happened at 4pm?

How did Jo's friends avoid being unwell?

How did Jo avoid being unwell?

# A troublesome trip

Name \_\_\_\_\_ Date \_\_\_\_\_



## Task D (L1 & 2)

Letter C has only 1 paragraph. Use the // symbol to show where you think the paragraphs should go.

## Task E (L2)

- In your own words explain the 3 main points of letter C.
- Write what you think the reply might say. (To do this you need to decide which is the final letter – and use the information in it to work out what the reply might have been.)

## Task F (L2)

The tone of the writer changes over the 3 letters. What is the writer's tone by the last letter? Copy out the words and phrases that tell us how the writer is feeling.

What do you think the hotel could have done to make amends?

## Task G (L2)

Explain what has changed in the formality of the letters and why this has happened? Is the writer correct in doing this? Explain your answer clearly.