

## 2.4 Speaking and writing

GOALS ■ Tell and react to a story ■ Write an email of complaint

### Speaking telling and reacting to a story

- 1 Work with a partner and discuss the questions.
- Which of the forms of transport in photos a–c have you used?
  - When was the last time you travelled in one of these?
  - What things can go wrong when you use these forms of transport?



- 2 **2.10** ))) Listen to two people telling a story about a travel experience and answer the questions.
- Which conversation is about ...?
    - a business trip \_\_\_
    - a family holiday \_\_\_
  - Which travel experience happened ...?
    - not so long ago \_\_\_
    - a long time ago \_\_\_
- 3 **2.10** ))) Listen again and answer the questions.
- Conversation 1**
- Why was Jamie annoyed with Liz?
  - Where did Liz and Jamie end up parking for the night?
- Conversation 2**
- Why did Sabrina get to the airport late?
  - What went wrong at the airport?
- 4 Complete the Language for speaking box with the phrases in the box.

And then, to make matters worse, ... We ended up ...  
 Did you hear about ...? This was in the days before ...  
 You're not going to believe this ... That is hilarious!

- 5a Match 1–6 to a–f to make phrases we use when reacting to someone telling a story.

- |                      |                     |
|----------------------|---------------------|
| 1 I'm                | a were furious!     |
| 2 You must have been | b kidding!          |
| 3 I bet you          | c hilarious!        |
| 4 You're             | d can't be serious! |
| 5 That is            | e so embarrassed!   |
| 6 You                | f not surprised!    |

- b **2.11** ))) Listen and check your answers.

### PRONUNCIATION intonation – making exclamations

When you make exclamations, e.g. *You're kidding!*, make sure your voice rises and falls. If you use a flat intonation it can sound like you aren't very interested.

- c **2.12** ))) Listen to two people making exclamations. Who sounds more interested, A or B?
- You're kidding!
  - That's hilarious!
  - I bet you were furious!
- d Practise the exclamations in exercise 5c.
- 6 Think of a memorable travel experience that you have had and make notes.
- 7 **TASK** Work in groups of three. Take it in turns to tell your story. The other members of the group each choose two of the responses in the Language for speaking box and try to insert them in the story.

### LANGUAGE FOR SPEAKING telling and reacting to a story

#### Introducing the story

Have I ever told you about ...?

\_\_\_\_\_

#### Giving a time context

This happened ... ago.

\_\_\_\_\_

#### Adding emphasis

You'll never guess ...

But that wasn't the end of the story ...

\_\_\_\_\_

\_\_\_\_\_

#### Ending the story/part of the story

In the end, ...

\_\_\_\_\_

#### Reacting to a story

I'm not surprised.

You can't be serious!

You're kidding!

I bet you were furious/  
petrified, etc.!

\_\_\_\_\_

## Writing an email of complaint

- 8 Have you ever had a bad travel experience and complained about it? What happened? What was the result?
- 9 Read the email of complaint to an airline and answer the questions.
- 1 Why is the writer unhappy?
  - 2 What two actions does he want the airline to take?

### Customer Complaint

**Customer details:** Daniel Caudrey

**Flight details:** HG412 **Booking Reference:** VMHPIT

#### Describe your complaint

Dear Sir/Madam,

I'm writing to complain about <sup>1</sup>an incident which occurred during my flight from London to Mexico City, via Miami, on 19 May.

The flight had made a scheduled stop at Miami airport and passengers were asked to <sup>2</sup>remain on board whilst passengers from Miami boarded the plane. <sup>3</sup>We had been informed that cleaning staff would also enter the plane in order to <sup>4</sup>prepare the seats for the new passengers. The cabin crew had also <sup>5</sup>requested that we leave our seats to make it easier for the <sup>6</sup>cleaning staff to do their job.

My partner and I therefore stood up and walked around the aeroplane, as requested, while the seats next to ours were cleaned. Shortly after we <sup>7</sup>returned to our seats, I discovered that my MP3 player had disappeared from the pocket of the seat in front. Clearly, it had been stolen by the cleaning staff.



I was extremely upset by this, especially as the MP3 player was brand new and I had loaded it with Mexican music that I was planning to listen to on my holiday.

I feel that the airline should take responsibility for this incident. <sup>8</sup>I am therefore requesting compensation for the MP3 player, which had a value of £120. I also suggest that you investigate the matter to <sup>9</sup>ensure that this does not happen to other passengers in future.

I look forward to your reply.

Yours faithfully,

Daniel Caudrey

- 10 Look at the tips for writing a successful complaint. Do you think the writer has followed them?
- Be respectful: do not be rude or sarcastic.
  - Be brief: avoid including unnecessary details.
  - Be clear: explain events in a logical order.
  - Be reasonable: if you want compensation, ask for enough, but not too much.

- 11 Match highlighted phrases 1–9 in the email to more informal phrases a–i.

- |                       |                              |
|-----------------------|------------------------------|
| a got back            | g something that happened    |
| b stay on the plane   | h I would like my money back |
| c asked us to         | i somebody had told us       |
| d get the seats ready |                              |
| e make sure           |                              |
| f cleaners            |                              |

- 12a **TASK** You are going to write an email of complaint. Either think of your own situation or use the situation below.

You recently stayed in a hotel. You asked reception to give you a wake-up call at 6 a.m. as you had to catch a plane. You received the wake-up call an hour late and, as a result, you missed your flight and had to pay for another one.

- b Write your email of complaint. Use the Language for writing box to help you.

#### LANGUAGE FOR WRITING

##### writing an email of complaint

##### Explaining the reason for writing

*I am writing to complain about/express my dissatisfaction with ...*

##### Describing the incident

*We were told that ...*

*We had been informed that ...*

*I discovered that ...*

*Clearly, ...*

*I am extremely annoyed/dissatisfied/upset about ...*

##### Requesting action

*I suggest/trust/would ask that you investigate/look into the situation.*

*I am therefore requesting compensation for ...*

##### Closing the email

*I look forward to your reply ...*

- 13 **TASK** Exchange emails with a partner. Does it explain the incident clearly? Is it written in a formal style?