

- 1 I (short form, colloquial expression)
- 2 F (advanced vocabulary, no short form)
- 3 F (advanced vocabulary, no short form)
- 4 I (colloquial expression)
- 5 I (colloquial expression)
- 6 I (short form, colloquial expression)
- 7 F (advanced vocabulary, no short form)
- 8 F (advanced vocabulary, no short form)
- 9 F (advanced vocabulary)
- 10 I (short form)

- 11 F (advanced vocabulary, no short form)
- 12 F (advanced vocabulary)
- 13 I (short form)
- 14 I (short form)
- 15 I (short form, colloquial expression)
- 16 F (advanced vocabulary, no short form)
- 17 F (advanced vocabulary)
- 18 F (no pronouns omitted)
- 19 I (short form)
- 20 I (colloquial expression)

1 The organisers will read the letter. You do not know them.

2 The reason for writing, a description of the problem and the action required.

3 A formal style.

4 A mild tone as this is the first letter concerning the matter. A mild tone may have greater chance of getting a refund.

# B 3 p 25

2

Firstly, I feel I was overcharged for the tickets. - **main complaint with example**

1

I am writing with regard to - **reason for writing**

4

You will understand - **action expected**

3

Furthermore, the published programme - **second complaint with example**

This is a mild complaint because the writer uses language such as 'I feel' and 'You will understand' to moderate the tone of the letter.

## B 4 p 25

- 1 ending - strong tone
- 2 beginning - mild tone
- 3 ending - mild tone
- 4 beginning - strong tone

2 Even though I only bought the kettle last week, it has stopped working.

3 In spite of the fact that your engineer called for the third time in the past two weeks, I am still without a working machine.

4 The advert said batteries were included, but when I opened the box they were not inside.

5 Despite my having paid for a 256mb memory card, the one in the box was only 128mb.

The writer sounds sincere and apologetic.

1 I am writing to

2 with regard to

3 accept my sincere apologies

4 any inconvenience

5 a full refund

6 May I take this opportunity

7 remaining a loyal customer

## Ex 7 p 25

Dear Sir/Madam,

I am writing to you concerning a DVD player, item number AX 7235, which I ordered from your website on the 15th of August.

The unit appeared to be in good condition when it arrived, and there was no damage to the packaging.

However, I am afraid that when I tried to use the player I soon discovered that it was faulty. After having only been used twice, the player's disc tray started sticking and then it completely jammed, making the player unusable.

I am returning the player to you by courier and I would be grateful if you would send me a replacement as soon as possible. Repairing the player I am returning to you would not be an acceptable option as I am certain the problem would only occur again.

I look forward to your reply concerning this matter.

Yours faithfully,

Lawrence Reed



# B ex 6 p 21

[..\Зв англ СД\starlight10 class CD\02 Module 1\13 - Ex. 6, p. 21.mp3](#)

The speaker points out that participating in extreme sports can be very thrilling and can also be a great way to keep fit. However, he thinks there is also a much higher risk of injury with extreme sports than with traditional sports.

The speaker would not like to participate in extreme sports, although he thinks they must be very exciting, as he is scared of being badly injured. He prefers sports that have rules, for instance basketball.