

Letter of Complaint

Feedback

Dead Parrot – a complaint

feedback:

- the majority:
 - good basis for a well-written complaint
 - improvements in the structure/style
content/English needed

- structure: paragraphs!!!
- style:
the right level of formality in the whole letter

informal → formal?

to return my money

to give my money back

to refund the money

to return the money

informal → formal

to give my money back →

to return my money →

to return the money →

to refund the money

informal → formal?

I am looking forward to your reply.

I look forward to your reply.

Looking forward to your reply.

informal → formal

Looking forward to your reply. →

I am looking forward to your reply. →

I look forward to your reply.

- the content
logical order
clear explanation

- English

to be ... merchantable quality

- English

to be of merchantable quality

- English

I ... (buy) it 2 days ago.

- English

I bought it 2 days ago.

- articles:

I bought ... parrot. However, ...parrot died.

- articles:

I bought a parrot. However, **the** parrot died.

- articles:

... parrot which I bought yesterday.

- articles:

the parrot which I bought yesterday.

- articles:

I would like to discharge ...contract.

- articles:

I would like to discharge the contract.

- čárky v anglické větě:

obecné pravidlo: před vedlejší větou se čárka nepíše:

~~...~~ because ...

~~...~~ if ...

~~...~~ that ...

- čárky v anglické větě:

... which... X ..., which ...

- čárky v anglické větě:

... which... X ..., which ...

„KTERÝ“

„COŽ“