



# Writing a Letter

## Exercise 2. A Letter of Complaint

### **Task A:**

Choose **one** of the products from the pictures below and write an **advertisement** describing this product. In your advertisement:

- mention at least 3 special features of the product;
- make the product look attractive for the potential customer.

Make sure that your description matches the picture you have chosen.

Write **100–120 words**.

### **Task B:**

Now imagine that you are a customer who read the advertisement written in Task A. You became interested in the product and bought it. However, the purchase was disappointing. Write a **letter of complaint** to the manager of the company. In your letter:

- complain about the quality of the product, comparing its real qualities with those listed in the advertisement;
- ask for a solution that will suit you.

Write **150–180 words**.



Product 1: **Pyjamas**

Product 2: **Electric Toothbrush**

Product 3: **Wireless Headphones**

