

Secondary 4

English Language

Travelling



Name: _____ ()

Class: S. 4 ()

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Pre-unit Self-assessment Task – KWLUMF – Version 1

How much can you tell about travel complaints?



<u>Before reading a letter of complaint</u>		<u>During reading</u>	<u>Writing a letter of complaint</u>		
What we think we <u>KNOW</u>	What we <u>WANT</u> to learn	What we <u>LEARNED</u>	How we will <u>USE</u> what we learned	What <u>MORE</u> we need to learn	How we will <u>FIND</u> out the information

Pre-unit Self-assessment Task – KWLUMF – Version 2 – Part 1

How much can you tell about **travel complaints**?



<u>Before</u> reading a letter of complaint		<u>During</u> reading
What we think we <u>KNOW</u>	What we <u>WANT</u> to learn	What we <u>LEARNED</u>
➔	➔	➔

To be continued on p.37

Reading – Travelling

Pre-reading Stage

Task 1 Self-study and self-assessment on Quizlet Vocabulary about a letter of complaint

a private tour	travel agent	tour guide
admission tickets	guaranteed	low quality
unacceptable	refund	tourist attractions
breached	unprofessional conduct	apology
explanation	discourtesy	ignorance
execute	couch potato	investigate
compensate	ill-mannered	

Teacher's note: A Quizlet activity is designed here for vocabulary learning. Due to the copyright issue, the original Quizlet is not shown here.

Unit 2 Travel With Care: Complaint Letter

16 students today ★ Leave the first rating

In-class activity

- Classic Live
- Checkpoint

Self-study activity

- Flashcards
- Learn
- Test
- Match

guaranteed

5 / 20



While-reading Stage**Task 1 Target reading strategies**

[1] Firstly, it was not a private tour at all. We arrived punctually at the pick-up point at 8:30am but our tourist guide, Mr Cheung, did not show up until 9:30am. When we were waiting for him, we noticed that there were two families waiting there. After having a conversation with the families, we realised that we joined the same tour and found it unacceptable. When Mr Cheung arrived, we all asked him about the arrangements of our tours and where our tour guides were. He said that we all joined this small group tour and he was our tour guide that day. We were all shocked and angry. Therefore, we preferred to cancel the tour immediately and asked him for a refund. He refused and even claimed that a private tour was the same as a small group tour. He told us that no refund would be given as we decided to leave. Since we did not want to waste our money, we eventually gave in and continued the tour.

[2] Secondly, we visited two tourist attractions and did not take part in any cultural activities as promised. Since the tour started at noon, he cancelled our first activity, i.e. a visit to Master-of-Nets Garden and took us to a local restaurant for lunch. After lunch, we went to Suzhou Silk Museum to attend a silk screen workshop. However, he skipped the workshop and took us to a museum shop to purchase the traditional Chinese silk products. Then, we went to Zhouzhuang Water Town and were expected to join a boat trip but again it was not the case. He just asked us to explore the area on our own. This is not the first time that this has happened. Imagine my fury when your travel agent breached the agreed contract again and again!

1. Referencing

This tests readers on whether they can identify what the reference words or phrases refer to. For example, if it is a pronoun, readers should identify what word the pronoun is replacing. Below are some common reference words you see in reference questions:

- a. Subject pronouns: he, she, it
- b. Object pronouns: him, her, it
- c. Demonstrative pronouns: these, those, this, that
- d. Possessive adjectives: his, her, its
- e. Other reference words: the former, the latter, one, ones, another, other, others

To tackle this type of questions, read the sentence where the reference word is located, and then read a few sentences that come before or after it.

Steps to tackle the question

1. Read line 3 where the object pronoun 'him' is located.

[1] Firstly, it was not a private tour at all. We arrived punctually at the pick-up point at 8:30am but our tourist guide, Mr Cheung, did not show up until 9:30am. When we were waiting for him, we noticed that there were two families waiting there. After having a conversation with the families, we realised that we joined the same tour and found it unacceptable. When Mr Cheung arrived, we all asked him about the
2. Read a few sentences that come before or after it. Look for a relevant noun that agrees with the pronoun in number and/or gender. Circle it.
 - **pronoun in number:** him → singular pronoun → find a singular noun
 - **gender:** him → a man → find a male name

**Sample question**

In line 3, 'him' refers to ...

Challenge questions:

2020 HKDSE English Language Paper 1B Question 23

2021 HKDSE English Language Paper 1B Question 38

2. Identifying a sequence of events

This tests readers on whether they can identify a sequence of events in a text.

To tackle this type of questions, you should **look for time** (e.g. at 8:30am), **adverbs of time** (e.g. last night, yesterday), **connectives of sequence** (e.g. before, after) **and preposition of time** (e.g. in, on, at).

1st event2nd event

e.g. **After** the principal and teachers were seated, my classmates whispered to me.

1st event2nd event

You should always wash your hands **before** meals.

Steps to tackle the question

1. Read the question and underline the key words of each event.

Tourist guide, Mr Cheung, showed up.

The writer arrived at pick-up point.

The writer talked with other tour members.
--

Mr Cheung arrived at pick-up point.

2. Then, skim and scan the reading passage. Find and underline the key words there. Also, circle time, the adverbs of time, connectives of sequence and preposition of time.

[1] Firstly, it was not a private tour at all. We arrived punctually at the pick-up point at 8:30am but our tourist guide, Mr Cheung, did not show up until 9:30am. When we were waiting for him, we noticed that there were two families waiting there. After having a conversation with the families, we realised that we joined the same tour and found it unacceptable. When Mr Cheung arrived, we all asked him about the arrangements of our tours and where our tour guides were. He said that we all joined this small group tour and he was our tour guide today. We were all shocked and angry.

3. Make good use of the sequencing words and key words to help you identify the sequence of events in text.

Sample question

Number the following events (1-4) in chronological order.

	Tourist guide, Mr Cheung, showed up.
	The writer arrived at pick-up point.
	The writer talked with other tour members.
	Mr Cheung arrived at pick-up point.

Challenge question: 2020 HKDSE English Language Paper 1A Question 18

3. Inference

This tests readers on whether they can gather information and draw a conclusion from the clues found in the text.

** Please note that the answers to this question are often not explicitly stated in the text. Sometimes, you need to infer the information based on your personal experience and prior knowledge.

To tackle this type of questions, you need to look for clues in the passage that help support your guesses or conclusion you are trying to make.

Steps to tackle the question

1. Read the question carefully to understand what information is needed and to see whether you need to read specific part(s)/ paragraph(s)/ the whole text. Circle the key word(s).

According to paragraph 1, why did the writer think it was unacceptable to join the tour with other travellers?

2. Then, skim and scan paragraph 1. Find and underline the key words there. Pay attention to the sentences near the key words and summarise the event.

(The summary of the event is that the writer paid for a private tour but it turned out that the writer reluctantly joined a small group tour because there was only one tourist guide.)

[1] Firstly, it was not a private tour at all. We arrived punctually at the pick-up point at 8:30am but our tourist guide, Mr Cheung, did not show up until 9:30am. When we were waiting for him, we noticed that there were two families waiting there. After having a conversation with the families, we realised that we joined the same tour and found it unacceptable. When Mr Cheung arrived, we all asked him about the arrangements of our tours and where our tour guides were. He said that we all joined this small group tour and he was our tour guide today. We were all shocked and angry. Therefore, we preferred to cancel the tour immediately and asked him for a refund. He refused and even claimed that a private tour was the same as a small group tour. He told us that no refund was given as we decided to leave. Since we did not want to waste our money, we eventually gave in and continued the tour.

3. Think about why the writer thought it was unacceptable to join the tour with other travellers. There should be some differences between a private tour and a small

group tour. Use your own background knowledge and experiences to come up with the main differences between them.

4. With the clues, try to make a sensible guess.



Sample question

According to paragraph 1, why did the writer think it was unacceptable to join the tour with other travellers?

4. Working out the word meaning

This tests readers on whether they can use context and their general knowledge to work out the meaning of unfamiliar words.

To tackle this type of questions, you read for contextual clues in the sentence where the word is located and its nearby sentences. Then, try to connect the clues (i.e. the words you should know) to help you work out the word meaning. You also need to pay attention to connectives such as ‘and’ and ‘but’ as this may help you determine whether the unfamiliar word has a positive or negative meaning. For example,

He is a **good (+)** and **generous (+)** person.

We are **tired (-)** but **happy (+)**.

Sometimes, you may find the definition of unfamiliar words in the text. Pay attention to sentences that may have further explanations. Those sentences usually have structures like additional information given in brackets (e.g. as known as), quotation marks and relative clauses (e.g. which/who/ that). You may also break down the different parts of a word – base word, prefix and suffix to work out the word meaning.

Steps to tackle the question

1. Read the question carefully and identify the key words. Underline them.

Find a phrasal verb in paragraph 1 that suggests the writer finally agreed to continue the tour after refusing to join the tour at first.

[1] Firstly, it was not a private tour at all. We arrived punctually at the pick-up point at 8:30am but our tourist guide, Mr Cheung, did not show up until 9:30am. When we were waiting for him, we noticed that there were two families waiting there. After having a conversation with the families, we realised that we joined the same tour and found it unacceptable. When Mr Cheung arrived, we all asked him about the arrangements of our tours and where our tour guides were. He said that we all joined this small group tour and he was our tour guide today. We were all shocked and angry. Therefore, we preferred to cancel the tour immediately and asked him for a refund. He refused and even claimed that a private tour was the same as a small group tour. He told us that no refund was given as we decided to leave. Since we did not want to waste our money, we eventually gave in and continued the tour.

2. Look for the phrasal verbs in paragraph 1 and circle them.
3. There are three phrasal verbs found in the 1st paragraph – ‘show up’, ‘wait for’ and ‘give in’.
4. Read the sentences around the key words and work out the meanings based on the context. Eliminate the wrong options.

**Sample question**

Find a phrasal verb in paragraph 1 that suggests the writer finally agreed to continue the tour after refusing to join the tour at first.

Challenge question: 2020 HKDSE English Language Paper 1A Question 4

5. Identify writers' attitudes and stated views in texts

This tests readers on whether they can identify writers' attitudes and stated views in a text.

To tackle this type of questions, you need to look for positive and negative language in the text. You also need to pay attention to the adjectives, adverbs and verbs that describe feeling together with punctuations which express emotions, for example, exclamation marks (!).

Steps to tackle the question

1. Read the question carefully to understand what information is needed and to see whether you need to read specific part(s)/ paragraph(s)/ the whole text. Circle the key word(s).

How did the writer feel about the trip?

2. Look at the options and identify whether they are positive (+) / negative (-) / neutral (n).

Write down the symbol next to the options.

- A. enraged
- B. enthusiastic
- C. neutral
- D. satisfied

3. Read the passage and look for positive and negative language in the text. Pay attention to the adjectives and words that describe feeling together with punctuations which express emotions, for example, exclamation marks (!). Circle the words.

5	<p>[1] Firstly, it was not a private tour at all. We arrived punctually at the pick-up point at 8:30am but our tourist guide, Mr. Cheung, did not show up until 9:30am. When we were waiting for <u>him</u>, we noticed that there were two families waiting there. After having a conversation with the families, we <u>realised</u> that we joined the same tour and found it unacceptable. When Mr. Cheung arrived, we all asked him about the arrangements of our tours and where our tour guides were. He said that we all joined this small group tour and he was our tour guide today. We were all shocked and angry. Therefore, we preferred to cancel the tour immediately and asked him for a refund. He refused and even claimed that a private tour was the same as a small group tour.</p>	
10	<p>He told us that no refund was given as we decided to leave. Since we did not want to waste our money, we eventually gave in and continued the tour.</p>	
15	<p>[2] Secondly, we visit two tourist attractions and did not take part in any cultural activities as promised. Since the tour started at noon, he cancelled our first activity, i.e. a visit to Master-of-Nets Garden and took us to a local restaurant for lunch. After lunch, we went to Suzhou Silk Museum to attend a silk screen workshop. However, he skipped the workshop and took us to a museum shop to purchase the traditional Chinese silk products. Then, we went to <u>Zhouzhuang</u> Water Town and were expected to join a boat trip but again it was not the case. He just asked us to explore the area on our own. This is not the first time that this has happened. Imagine my fury when</p>	
20	<p>your travel agent breached the agreed contract again and again!</p>	

4. Read the circled words and identify whether they are positive, negative or neutral. The words ‘unacceptable’, ‘angry’, ‘fury’ and ‘breached...again and again!’ are negative language. The overall tone of these two paragraphs is ‘angry’. Therefore, you should choose option A.



Sample question

How did the writer feel about the trip?

- A. enraged
- B. enthusiastic
- C. neutral
- D. satisfied

Challenge question: 2021 HKDSE English Language Paper 1B Question 42

Task 2 Reading comprehension – Version 1

Reading text – version 1



Suzhou 蘇州



Zhouzhuang 周莊鎮

1 Dear Sir/ Madam,

[1] I am writing to complain about a private day tour to Suzhou and Zhouzhuang, which I joined on 14th February 2023.



[2] I am one of your customers who purchased the Classic
5 China & Exploration Tour package on 15th January 2023. I
joined this private tour because I was attracted by your travel
brochure and the promises made by Mr. Tang, your travel
agent. When Mr. Tang went through the travel brochure with
us, he told us that all the admission tickets were included and
10 he promised that no other customers would join the tour with
us as this was a private tour.



[3] However, it was the complete opposite of what I expected.
Imagine my disappointment when my trip was ruined, and the
tour did not live up to standard! Is this the way the travel agencies are instructed to behave
15 towards the public?

[4] Firstly, it was not a private tour at all. My family
and I arrived at the pick-up point at 8:30 am, but our
tourist guide, Mr. Cheung, did not show up until 9:30
am. This was totally unprofessional. While waiting for
20 him, we noticed two other families were waiting there.
After having a conversation with the families, we
realized that we had all joined the same tour and found
it unacceptable as we all had paid more for a private



tour. When Mr. Cheung arrived, we asked him about the 25 arrangements of our tours and where our own private tour guides were. He said that we all joined this small group tour, and that he would be our tour guide. We were all shocked and angry. Therefore, we preferred to cancel the tour immediately and asked him for a refund. There is no 30 point in joining a private tour if we do not even have our own private tour guide. We were upset by the inappropriate and apathetic attitude of your staff as he refused and even claimed that a private tour was the same as a small group tour. He told us that no refund would be given if we decided to leave. Since we did not want to waste our money, we eventually gave in and continued the tour.



35 [5] Secondly, we only visited two tourist attractions and did not take part in any cultural activities. Since the tour started at noon, I was annoyed to find that he cancelled our visit to Master-of-Nets Garden and took us to a local restaurant for lunch instead. After lunch, we were supposed to attend the silkscreen workshop at the Suzhou Silk Museum. However, he cancelled the workshop and took us to a museum shop to buy traditional Chinese silk products. Then, we 40 went to Zhouzhuang Water Town expecting the promised boat trip, but again it was not the case. He simply asked us to visit the area on our own without showing us around. This was not the first time that this had happened. Imagine my anger when your travel agent broke the agreed contract again and again!



[6] My last complaint is the unprofessional conduct 45 of the tourist guide. Firstly, not only was Mr. Cheung late, but also he did not apologise for being late. Second, Mr. Cheung just briefly introduced the scenic spots, told us to google them on our own and rudely refused to tell us more about the attractions. 50 The thing that annoyed me most was his discourtesy and ignorance. He did not try to share more about the history and culture of the tourist attractions with us.

When I asked if he could tell us more, he just ignored my request, and rudely asked me what more I wanted to hear. I was totally upset by his disrespectful behaviour. Is this the way the 55 tour guides are instructed to behave towards the public?



[7] Your company is a reputable travel agency and you pride yourself on providing excellent service to customers. What I experienced on the tour was far from that standard. There is no point in signing the agreed contract if your travel agency does not execute it. To make matters worse, your tour guide was unknowledgeable and ill-mannered. He could not tell us about the

60 cultures and history of the attractions in a cultural tour and was impolite to us. The way he treated us made my blood boil.

[8] I hope you will investigate this matter as soon as possible. I expect a full refund. I would welcome the opportunity to further discuss these matters. I look forward to hearing from you soon.

65 Yours faithfully,

Chris Wong



Reading comprehension questions – Version 1
Inferencing

1. The writer said, ‘it was the complete opposite of what I expected.’ (line 12) That means the writer feels...

- | | | | | |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. suspicious | A | B | C | D |
| B. doubtful | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. angry | | | | |
| D. delighted | | | | |

2. In paragraph 4, why did the writer want to cancel the tour and ask the tour guide for a refund?

3. In paragraph 7, when Mr Cheung asked the writer ‘what more he (I) wanted to hear,’ it means Mr Cheung was...

- | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| A. thinking about the arrangement of the tour. | A | B | C | D |
| B. trying to further explain the attractions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. finding a humorous way to introduce the attractions. | | | | |
| D. impatient to answer the question. | | | | |

Referencing

1 What does 'this' (line 19) refer to?

2 Who does 'he' (line 26) refer to?

3 Who does 'we' (line 28) refer to?

4 What are the 'two tourist attractions' (line 35)?

5 What does 'this' (line 41) refer to?

6 What is the 'disrespectful behaviour' (line 54) the writer is referring to?

7 What might 'these matters' (line 63) refer to?

A compensation for Wong's family

B the details of the next trip

C the workshops

D cultural activities

A	B	C	D
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Identifying a sequence of events

1. Order the following misbehaviour of Mr Cheung. Number the events (1-4).

Identifying writers' attitudes and stated views in texts

1. What does the line 'Is this the way the travel agencies are instructed to behave towards the public?' (lines 14-15) suggest about the writer's attitude towards the service of the tour?

- A. worried
- B. positive
- C. annoyed
- D. excited

2. When the writer wrote "he simply asked us to visit the area without showing us around" (line 41), at the time it is likely that the writer thinks the tour guide is...

- A. timid
- B. neglectful
- C. professional
- D scornful

3. The line "There is no point in signing the agreed contract if your travel agency does not execute it." (lines 58-59) suggests that writer believes an agreed contract should be

- A. followed
- B. broken
- C. ignored
- D. discussed

4. What is the writer's tone in paragraph 8?

- A. firm
- B. hesitant
- C. ironic
- D. nervous

Working out the word meaning

1. Find a word in paragraph 3 that means ‘destroyed’.

2. What is the meaning of ‘apathetic’ (line 32)?
A. lazy
B. uneasy
C. uninterested
D. happy

3. Read paragraph 4. Find an expression that means the same as ‘pointless’.

4. Find a word in paragraph 6 that means ‘impoliteness’

5. What does the writer think of Mr .Cheng’s ‘ignorance’? (line 51)

6. What does ‘request’ (line 53) refer to?

7. Find a phrase in paragraph 7 that means ‘made me extremely angry’

8. In paragraph 7, find a word that is similar in meaning to ‘carry out’.

Task 2 Reading comprehension – Version 2



Suzhou 蘇州



Zhouzhuang 周莊鎮

1 Dear Sir/ Madam,

[1] I am writing to complain about a private cultural day tour to Suzhou and Zhouzhuang, which I joined on 14th February 2023.



[2] I am one of your customers who purchased the Classic China & Exploration Tour package on 15th January 2023 because I was captivated by your travel brochure and the promises made by Mr. Tang, your travel agent from the Crown International Travel. When Mr. Tang went through the travel brochure with us, he mentioned several times that all the admission tickets were included, and the guide would speak in English. The trip costs \$500 per person and was on sale with a ‘buy-one-get-one-free’ discount. Mr. Tang also guaranteed that no other customers would join the tour with us as it was a private tour.

[3] However, what happened was the complete opposite of what I expected. Imagine my disappointment when my trip was ruined, and the tour was of low-quality service! Is this the way the travel agencies are instructed to behave towards the public?



[4] Firstly, not only did we not get what we paid for, it was not a private tour at all. My family and I arrived punctually at the pick-up point at 8:30 am, but our tourist guide, Mr. Cheung, did not show up until 9:30 am. This was totally unprofessional. Mr. Cheung broke the agreement

and asked us to join other families on a small group tour and told us that he would be our tour guide instead of providing a private tour guide. We asked to cancel the tour since it was not a private tour. There is no point in joining a private tour if we do not even have our own private tour guide! We were further upset by your staff's inappropriate and apathetic attitude as he refused to refund us without any reason. Since we did not want to waste our money, we eventually gave in and continued the tour.



[5] Secondly, we only visited two tourist attractions and did not take part in any cultural activities as we were promised. Since the tour started at noon, I was annoyed to find that he cancelled our first activity, i.e., a visit to Master-of-Nets Garden, and he opted to take us to a local restaurant for lunch instead. After lunch, we were supposed to attend the silkscreen workshop at the Suzhou Silk Museum. However, he skipped the workshop and took us to a museum shop to purchase traditional Chinese silk products. Then, we went to Zhouzhuang Water Town for the promised boat trip, but again the itinerary was changed. He simply asked us to explore the area on our own without showing us around. This was not the first time that this has happened on this tour. Imagine my fury when your travel agent repeatedly breached the agreed contract!



[6] My last complaint is the unprofessional conduct of the tour guide. Firstly, Mr. Cheung was one hour late, but he neither offered an apology nor explained why he was late. He acted as if nothing had happened and took us to the local restaurant. Second, Mr. Cheung just briefly introduced the scenic spots, told us to read up on our own, and rudely refused to share more information about the attractions. The thing that annoyed me most was his discourtesy and ignorance. When we were on our way to the museum, we asked Mr. Cheung more about the

40 Garden and the principles of Chinese garden design. He barely shared any information about
the design elements of the classical Chinese gardens and simply asked us to google the question
on our own. He did not make an effort to share more about the history and culture of the tourist
attractions with us. When I asked if he could share more, he just ignored my request and rudely
asked me what more I wanted to hear. I was totally upset by his disrespectful behaviour. Is this
45 the way the tour guides are instructed to behave towards the public?

[7] Your company is a reputable travel agency, and you pride yourself on providing excellent
service to customers. What I experienced on the tour, however, was far from what I was
promised. There is no point in signing the agreed contract if your travel agency does not execute
it. To make matters worse, your tour guide was unknowledgeable and ill-mannered. He was
50 unable to tell us about the culture or history of the attractions and was impolite to us. The way
he treated us made my blood boil.

[8] I hope you will investigate this matter as soon as possible. I expect a full refund. I would
welcome the opportunity to further discuss these matters. I look forward to hearing from you
soon.

55 Yours faithfully,

Chris Wong

Reading comprehension questions – Version 2

Inferencing

According to the information in paragraph 2, decide whether the following statements are True, False, or the information is Not Given in the paragraph.

	True	False	Not Given
1. A family of four needs to pay \$1,000 to join the guided tour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Visitors need to reach a certain level of Putonghua before joining the tour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Mr Tang is a sales manager of the Crown International Travel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. In paragraph 3, the writer said, ‘what happened was the complete opposite of what I expected.’ That means the writer feels...

A. suspicious

B. doubtful

C. angry

D. delighted

A B C D

5. In paragraph 4, why did the writer want to cancel the tour and ask the tour guide for a refund?

6. In paragraph 7, when Mr Cheung asked the writer ‘what more he (I) wanted to hear,’ it means Mr Cheung was...

A. thinking about the arrangement of the tour.

B. trying to further explain the attractions.

C. finding a humorous way to introduce the attractions.

D. impatient to answer the question.

A B C D

Referencing

1 What does 'this' (line 17) refer to?

2 Who does 'he' (line 18) refer to?

3 Who does 'we' (line 19) refer to?

4 In line 21, 'the inappropriate and apathetic attitude' refers to ...

5 What are the 'two tourist attractions' (line 24)?

6 What does 'this' (line 31) refer to?

7 What is the 'disrespectful behaviour' (line 44) the writer is referring to?

8 What might 'these matters' (line 53) refer to?

- | | | | | | |
|---|--------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A | compensation for Wong's family | A | B | C | D |
| B | the details of the next trip | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C | the workshops | | | | |
| D | cultural activities | | | | |

9 Who might 'you' (line 53) refer to?

Identifying a sequence of events

1. Order the following misbehaviour of Mr Cheung. Number the events (1-4).

Identifying writers' attitudes and stated views in texts

1. What does the line 'Is this the way the travel agencies are instructed to behave towards the public?' (lines 13-14) suggest about the writer's attitude towards the service of the tour?

- A. worried
 B. positive
 C. annoyed
 D. excited

A	B	C	D
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. When the writer wrote "he simply asked us to explore the area without showing us around" (lines 30-31), at the time it is likely that the writer thinks the tour guide is...

- A. timid
 B. neglectful
 C. professional
 D. scornful

A	B	C	D
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. What does the line "There is no point in signing the agreed contract if your travel agency does not execute it." (lines 48-49) suggest about writer's attitude towards signing a contract?

4. What is the writer's tone in paragraph 8?

- A. firm
 B. hesitant
 C. ironic
 D. nervous

A	B	C	D
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Working out the word meaning

1. Find a word in paragraph 3 that means ‘destroyed’.

2. What is the meaning of ‘apathetic’ (line 21)?
A. lazy
B. uneasy
C. uninterested
D. happy

3. Find a word in paragraph 6 that means ‘impoliteness’

4. Find an expression that means the same as ‘pointless’ in paragraph 7.

5. What does the writer think of Mr .Cheng’s ‘ignorance’? (line 39)

6. What does ‘request’ (line 43) refer to?

7. Find a phrase in paragraph 7 that means ‘made me extremely angry’

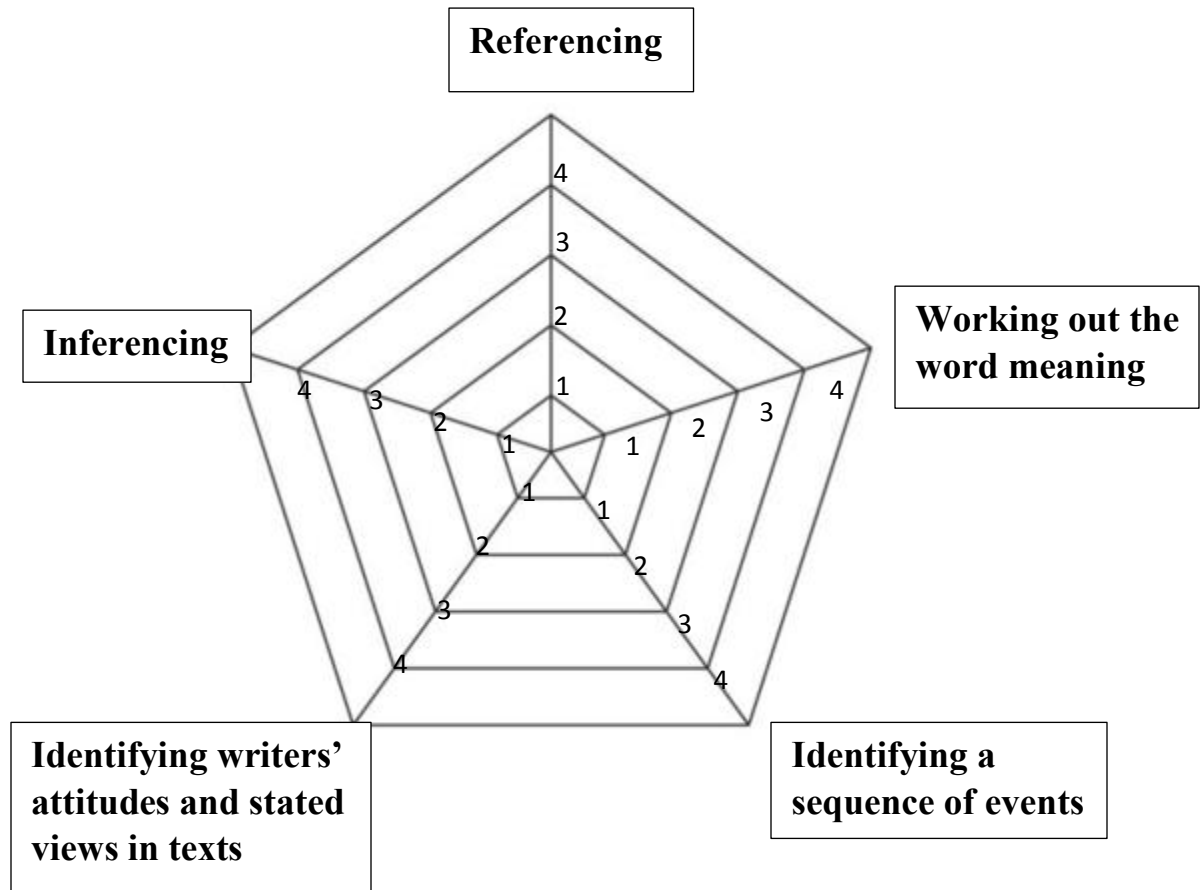
8. In paragraph 7, find a word that is similar in meaning to ‘carry out’.

Post-reading Stage

Task 1 My reading skills – Version 1



My reading skills



- 1 – Need improvement
- 2 – Average
- 3 – Good
- 4 – Excellent

Task 1 My reading skills – Version 2

After finishing the reading comprehension questions, use the table below to assess your own reading skills. Rate your performance on a scale from 1 to 4.

Scale: 1: need improvement; 2: average; 3: good; 4: excellent

*1 correct answer = 1 *

*2 correct answer = 2 *...

Target ATMs	Example and relevant reading comprehension questions no.	Rate your performance on a scale from 1 to 4*	What should I do to improve my skills? // What other skills should I learn next?								
2.5 Referencing	In line 3, 'him' refers to ... <u>Mr Cheung</u> Reading questions:										
3.6 Inference	According to paragraph 1, why did the writer think it was unacceptable to join the tour with other travellers? <u>This was because the writer paid more for the private tour in order to have a more personalised travel experience// in order not to travel with other people/ strangers.</u> Reading questions:										
4.1 Working out the word meaning	Find a phrasal verb in paragraph 1 that suggests the writer finally agreed to continue the tour after refusing to join the tour at first. <u>gave in</u> Reading questions:										
4.3 Identifying a sequence of events	Number the following events (1-4) in chronological order. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">2</td> <td>Tourist guide, <u>Mr Cheung</u>, showed up.</td> </tr> <tr> <td style="text-align: center;">1</td> <td>The writer arrived at pick-up point.</td> </tr> <tr> <td style="text-align: center;">3</td> <td>The writer talked with other tour members.</td> </tr> <tr> <td style="text-align: center;">4</td> <td><u>Mr Cheung</u> arrived at pick-up point.</td> </tr> </table> Reading questions:	2	Tourist guide, <u>Mr Cheung</u> , showed up.	1	The writer arrived at pick-up point.	3	The writer talked with other tour members.	4	<u>Mr Cheung</u> arrived at pick-up point.		
2	Tourist guide, <u>Mr Cheung</u> , showed up.										
1	The writer arrived at pick-up point.										
3	The writer talked with other tour members.										
4	<u>Mr Cheung</u> arrived at pick-up point.										
6.5 Identify writers' attitudes and stated views in texts	How did the writer feel about the trip? A. enraged B. enthusiastic C. neutral D. satisfied Reading questions:										

Task 1 My reading skills – Version 2: Solution cards

SOLUTION CARD

ATM 2.5 Referencing

1. Read the sentence where the reference word is located, and then **read a few sentences that come before or after it.**
2. **Look for a relevant noun that agrees with the pronoun in number and/or gender.**

Below are the links to some suggested videos:

<https://www.youtube.com/watch?v=9St3d2caueM>

<https://www.youtube.com/watch?v=pCbFPqXxJQo>

SOLUTION CARD

ATM 3.6 Inference

Look for clues in the passage that help support your guesses or conclusion you are trying to make.

Below are the links to some suggested videos:

<https://www.youtube.com/watch?v=JdaD2FZQFEY>

<https://www.youtube.com/watch?v=0F2goaEueKw>

<https://www.youtube.com/watch?v=BkKj0Gmvc7c&t=24s> (0:24-0:31)

SOLUTION CARD

ATM 4.1 Working out the word meaning

Read for contextual clues in the sentence where the word is located and its nearby sentences. Then, try to connect the clues (i.e. the words you should know) to help you work out the word meaning.

Below are the links to some suggested videos:

<https://www.youtube.com/watch?v=CiNggzdWkIo>

<https://www.lc.cityu.edu.hk/ELSS/Resource/Understanding%20Words%20from%20Context/>

SOLUTION CARD

ATM 4.3 Identifying a sequence of events

Look for time (e.g. at 8:30am), **adverbs of time** (e.g. last night, yesterday), **connectives of sequence** (e.g. before, after) **and preposition of time** (e.g. in, on, at).

Below is the link to a suggested video:

https://www.youtube.com/watch?v=4AMptAmS_xM

SOLUTION CARD

ATM 6.5 Identify writers' attitudes and stated views in texts

Look for positive and negative language in the text. You also need to pay attention to the adjectives, adverbs and verbs that describe feeling together with punctuations which express emotions, for example, exclamation marks (!).

Below are the links to some suggested videos:

<https://www.youtube.com/watch?v=O6ffrUyZfaE>

<https://www.youtube.com/watch?v=fpReZuJhHek>

Pre-unit self-assessment task – KWLUMF – Version 2 – Part 2

How much can you tell about **travel complaints**?



Writing a letter of complaint

Read the first half on p. 4.	<u>Writing a letter of complaint</u>		
	How we will <u>USE</u> what we learned	What <u>MORE</u> we need to learn	How we will <u>FIND</u> out the information

Writing – Travelling

Pre-writing stage

Task 1 Brainstorming ideas

Part A Edpuzzle video about a travel scam

Instructions to teachers on using EdPuzzle:

1. Find the related video on YouTube.
2. Edit the video and embed questions in the video.

Teacher's note: Due to the copyright issue, the video clip cannot be shown. Teachers may search for clips related to 'a travel scam' on the Internet for the activity.

Below is the link to a suggested video:

<https://www.youtube.com/watch?v=obTFEAqLCI0> (00:00- 5:29)

Below are some suggestions on designing a worksheet based on the videos.

Part A

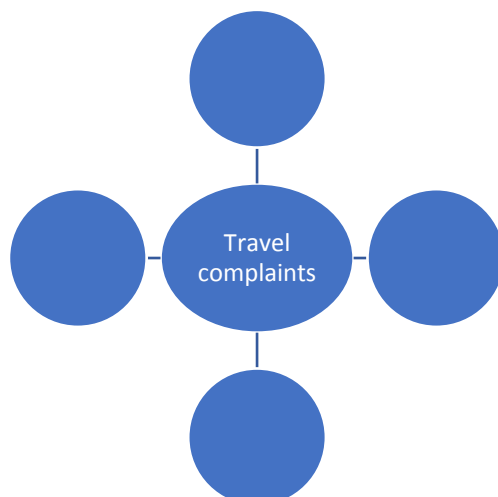
1. What do scam travel agencies usually do? (00:48)

2. In the video, what did Red experience in a travel agency in India? (1:49 – 5:27) Use one to two sentences to summarise his scam experience in the travel agency.

Part B Extended question

Have you had any unpleasant experiences while traveling? Discuss with your classmates. (Teachers may consider holding a whole-class discussion after a small group discussion)

Mind map



Part B Vocabulary and phrases about travel complaints

<p>1.</p>	<p>2.</p>
<p>3.</p>	<p>4.</p>
<p>5.</p>	<p>6.</p>

7.



8.

Apart from the above travel complaints, can you think of other complaints? Look it up on the Internet!

Task 2 Understanding the writing task – Version 1





You went on a trip to Japan. You found out that the Sunrise Japan Travel Agency made several mistakes with your trip arrangements. You are not happy with the holiday.




You are going to write a letter of complaint to the manager of the travel agency. Write at least 200 words.

In your letter:

- Give details of what went wrong
- Say what action(s) you would like the manager to take
- Request some compensation or refund.

Here is the itinerary advertised on their website:

GO TOKYO!	
Day 1	<p>☛ 9:00 am Breakfast</p> <p>☛ Tsukiji Fish Market</p> <div style="display: flex; justify-content: space-around; align-items: center;">  <div style="text-align: right;"> <p>☛ the world's biggest fish market "Tsukiji Fish Market"</p> <p>☛ have a fresh, tasty breakfast in Tsukiji Fish Market. Cheap price!</p> <p>☛ fresh ingredients. There are lots of restaurants such as sushi and sashimi.</p> </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;">  <div style="text-align: center;"> <p>Tsukiji is the place for sushi!</p> <p>Learn more about sushi</p> </div>  </div> <p>☛ Lunch and Shopping!</p> <p>☛ 12PM Ginza High-Street</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;">  <div style="text-align: right;"> <p>🛍 Shopping paradise</p> <p>🛍 a big department store, with clothes, shoes and restaurants</p> </div> </div>

	<p>☛ 1:00pm Lunch in Ramen Ippudo</p>  <p>🛍 The popular Ramen restaurant, Ippudo serves the traditional Hakata style pork broth Ramen!</p> <p>🛍 You can add different toppings!</p>
Day 2	<p>☛ <u>Breakfast included</u></p> <p>☛ 10AM Ninjutsu Class</p>  <ul style="list-style-type: none"> - learn ninjutsu skills e.g. armed and unarmed combat techniques - anyone can join! - learn how to be calm and how to defend yourself - you have to move a lot. <p>☛ 12:00pm Lunch</p> <p>☛ 2PM Tokyo Kimono Experience with Japanese Hairstyling</p>  <ul style="list-style-type: none"> ♥♥ Dress in a beautiful kimono in an old town ♥ Take family pictures with your outfits in beautiful Kyoto city! Everything is included in the price (no extra charge) ♥ One of the best ways to experience the culture of Japan!
<p>*Transportation fees and meals are included.</p>	

Task 2 Understanding the writing task – Version 2





You went on a trip to Japan. You found out that the Sunrise Japan Travel Agency made several mistakes with your trip arrangements. You are not happy with the holiday.




You are going to write a letter of complaint to the manager of the travel agency. Write at least 200 words.

In your letter:

- Give details of what went wrong
- Say what action(s) you would like the manager to take
- Request some compensation or refund.

Here is the itinerary advertised on their website:

GO TOKYO!	
Day 1	<p>☛ <u>9:00 am Breakfast</u></p> <p>☛ Tokyo's famous Tsukiji Fish Market</p> <div style="display: flex; justify-content: space-around; align-items: center;">  <div style="text-align: right;"> <ul style="list-style-type: none"> ☛ the world's biggest fish market "Tsukiji Fish Market" ☛ have a fresh, delicious breakfast in Tsukiji Fish Market. You can get a satisfying sushi breakfast at a reasonable price! ☛ you can enjoy meals made with market-fresh ingredients. There are a variety of eateries offering everything from seafood such as sushi and sashimi rice bowls, for example, to ramen and light meals. </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;">  <div style="text-align: center;"> <p>Tsukiji is the place for sushi!</p> <p>Learn more about sushi</p> </div>  </div> <p>☛ learn more about sushi with a knowledgeable tour guide to make the most of your sushi-eating experience! <i>E.g. Do you know the proper way to eat sushi? How about what kinds of sushi toppings are available?</i></p> <p>☛ <u>Lunch and Shopping!</u></p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="text-align: center;">  </div> <div style="text-align: right;"> <p>☛ 12PM Ginza High-Street</p> <ul style="list-style-type: none"> ☛ Shopping paradise: the most famous shopping & entertainment district in Tokyo ☛ explore its buzzing streets with massive department stores, high brand boutiques, art galleries and restaurants </div> </div>

	<p>☛ 1:00pm Lunch in Ramen Ippudo</p>  <p>🛍️ The popular chain Ramen restaurant, Ippudo serves the genuine Hakata style pork broth Ramen and attracts Ramen lovers around the world!</p> <p>🛍️ You are welcome to add different toppings to suit your taste!</p>
<p>Day 2</p>	<p>☛ <u>Breakfast included</u></p> <p>☛ 10AM Ninjutsu Class</p>  <ul style="list-style-type: none"> - learn ninjutsu techniques e.g. armed and unarmed combat techniques - anyone can take part regardless of their ability! - learn how to remain relaxed under stress and how to defend yourself - involve a lot of body movement <p>☛ 12:00pm Lunch</p> <p>☛ 2PM Tokyo Kimono Experience with Japanese Hairstyling</p>  <ul style="list-style-type: none"> ♥ Dress in a beautiful kimono in a historic textile town ♥ Take family pictures with your outfits in beautiful Kyoto city! Everything is included in the price (no gimmicks, no extra charge for any add on (e.g. hairdo, sandals, bag, etc.)) ♥ One of the best ways to experience the unique culture of Japan is to wear a kimono! Grab the opportunity to try a kimono from our colorful collection for everyone, including kids!

☛ 7:00pm Dinner - Enjoy the Japanese cultural experience

Enjoy Japan's fine dining experience - Omakase



☛ the head sushi chef, who will be in charge of deciding what you eat and how you eat it.

☛ enjoy food in a completely new way, and it is absolutely worth giving it a try!

☛ The chef will present you with a dish, and tell you all about it, and once you've had a chance to enjoy it, the chef will guess at what you would like next, figuring out your tastes and making an effort to provide you with the best experience possible, without you having to make decisions.

☛ allows for a higher intimacy with the head chef and the food itself

*Transportation fees and meals are included.

Task 3 Text Analysis – Version 1



Suzhou 蘇州



Zhouzhuang 周莊鎮

Greeting

Dear Sir/ Madam,

Show the reason for writing

[1] I am writing to complain about a private day tour to Suzhou and Zhouzhuang, which I joined on 14th February 2023.



Give background information

*5W

[2] I am one of your customers who purchased the Classic China & Exploration Tour package on 15th January 2023. I joined this private tour because I was attracted by your travel brochure and the promises made by Mr. Tang, your travel agent. When Mr. Tang went through the travel brochure with us, he told us that all the admission tickets were included and he promised that no other customers would join the tour with us as this was a private tour.



Contrast transition
– tell your reader your trip was totally different from the descriptions

[3] However, it was the complete opposite of what I expected. **Imagine my disappointment feeling** when my trip was ruined, and the tour did not live up to standard! **complaint** Is this the way the travel agencies are instructed to behave towards the public? **complaint**

Describe 1st complaint – give details about the complaint

Describe your feeling – explain why you are unhappy

[4] Firstly, it was not a private tour at all **complaint**. My family and I arrived at the pick-up point at 8:30 am, but our tourist guide, Mr. Cheung, did not show up until 9:30 am **example**. This was totally unprofessional. While waiting for him, we noticed two other families were waiting there. After having a conversation with the families, we realized that we had all joined the

same tour **example** and found it unacceptable **feeling** as we all had paid more for a private tour **reason**. When Mr. Cheung arrived, we asked him about the arrangements of our tours and

where our own private tour guides were. He said that we all joined this small group tour, and that he would be our tour guide **example**. We were all shocked and angry **feeling**. Therefore, we preferred to cancel the tour immediately and asked him for a refund. **There**

is no point in joining a private tour if we do not even have our own private tour guide. complaint We were upset **feeling** by the inappropriate and apathetic attitude of your staff as he refused and even claimed that a private tour was the same as a small group tour **reason**. He told us that no refund would be given if we decided to leave **example**. Since we did not want to waste our money **reason**, we eventually gave in and continued the tour.



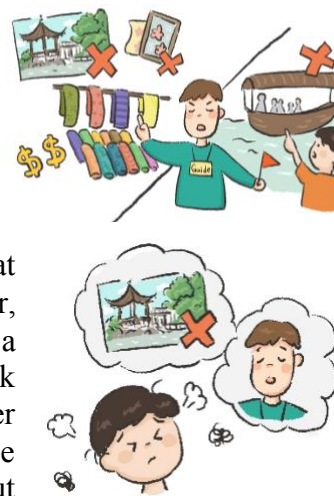
Describe 2nd complaint – give details about the complaint

Describe your feeling – explain why you are unhappy

[5] Secondly, we only visited two tourist attractions and did not take part in any cultural activities. Since the tour started at noon, I was annoyed **feeling** to find that he cancelled our visit to Master-of-Nets Garden **reason** and took us to a local restaurant for lunch instead. After lunch, we were supposed to attend the silkscreen workshop at the Suzhou Silk Museum **example**. However, he cancelled the workshop and took us to a museum shop to buy traditional Chinese silk products. Then, we went to Zhouzhuang Water

Town expecting the promised boat trip, but again it was not the case. He simply asked us to visit the area on our own without showing us around **example**.

This was not the first time that this had happened. Imagine my anger feeling when your travel agent broke the agreed contract again and again!



Describe 3rd complaint – give details about the complaint

Describe your feeling – explain why you are unhappy

[6] My last complaint is the unprofessional conduct of the tourist guide **feeling**. Firstly, not only was Mr. Cheung late, but he did not apologise for being late **example**. Second, Mr. Cheung just briefly introduced the scenic spots, told us to google them on our own and rudely refused to tell us more about the attractions. **The thing that annoyed me most feeling** was his discourtesy and ignorance **reason**. He did not try to share more about the history and culture of the tourist attractions with us **reason**. When



I asked if he could tell us more, he just ignored my request, and rudely asked me what more I wanted to hear **example**. What is the point of having an idiot here with us **complaint**? I was **totally upset feeling by his disrespectful behaviour**. Is this the way the tour guides are instructed to behave towards the public **complaint**?

Express your expression

[7] Your company is a reputable travel agency and you pride yourself on providing excellent service to customers. What I experienced on the tour was far from that standard. **There is no point in signing the agreed contract if your travel agency does not execute it.** To make matters worse, your tour guide was unknowledgeable and ill-mannered. He could not tell us about the cultures and history of the attractions in a cultural tour and was impolite to us. The way he treated us made my blood boil.



State the demands – tell your readers what you want

[8] I hope you will investigate this matter as soon as possible. I expect a full refund. I would welcome the opportunity to further discuss these matters. I look forward to hearing from you soon.



Closing

Yours faithfully,

Sender's name

Chris Wong



☺ A letter of complaint is always written in formal language, and it usually consists of the following structure:

- stating _____
 - describing _____
 - explaining _____
 - stating _____
- (e.g. asking for _____)

A Letter of Complaint: Content

1. What type of letter is it?

letter of application

letter of invitation

letter of complaint



2. What is the letter about?

3. Fill in the following table.

Sender's name	
Name of company	
Recipient's name	

4. What is Chris complaining about?

5. Chris was a ...

 a pilot

 a tour guide

 a customer

6. Which private tour did Chris join?

7. What is the name of the travel agency?

8. Where did the private tour take him to?

9. When did he join the private tour?

10. What was the name of the tour guide?

11(i). According to paragraph 4, what did the tour guide do to make Chris angry?

(ii). What did Chris do afterwards?

(iii). What happened to the tour guide when Chris asked for a refund?

(iv). How did Chris feel?

12. How did the tour guide do when Chris asked him about the tourist attractions in paragraph 6?

13. In paragraph 6, what was the tour guide's attitude when he was asked to share more about the history and culture of the tourist attractions?

14. In paragraph 7, what is the travel agency proud of?

15. Which of the following attractions did the writer visit in the trip?

Tick (✓) **TWO** attractions only. No marks will be given for three or more ticks.

Attractions

- | | | |
|------|------------------------|--------------------------|
| i) | Master-of-Nets Garden | <input type="checkbox"/> |
| ii) | Suzhou Town Wet Market | <input type="checkbox"/> |
| iii) | Suzhou Silk Museum | <input type="checkbox"/> |
| iv) | Zhouzhuang Water Town | <input type="checkbox"/> |
| v) | Zhouzhuang Museum | <input type="checkbox"/> |

16. What does Chris expect the travel agency to do according to paragraph 8?

A Letter of Complaint: Useful Phrases

Look at the list of useful phrases (A-H) Chris uses in his letter. What kind of meaning do they express? Match the phrases with the correct functions (1-8).

1	Greeting		A	<ul style="list-style-type: none"> Your company is a reputable ... and you pride yourself on ... (*on + noun / noun phrase) What I experienced on the tour is far from the truth. 	
2	Showing the purpose for writing		B	<ul style="list-style-type: none"> Imagine my ... when + SVO (*Imagine + noun) Is it the way + SVO to ... (* to + verb) This is not the first time that + SVO (*SVO Present Perfect Tense) There is no point in + gerund 	<ul style="list-style-type: none"> I was ... to find that + SVO (* was/were + adjective) I was ... by (* was/were + adjective) (*by + noun phrase) The thing that ... me the most was (* that + verb past tense) (* was + noun phrase)
3	Give background information		C	<ul style="list-style-type: none"> Dear Sir / Madam, 	
4	Describing the complaint		D	<ul style="list-style-type: none"> The tour guide acted as if ... (* as if + SVO) He neither nor ... (neither + verb / verb phrase + nor + verb / verb phrase) He barely shared any information about He did not make an effort to 	
5	Describing the feeling		E	<ul style="list-style-type: none"> Yours faithfully, 	
6	Expressing expectation		F	<ul style="list-style-type: none"> I am one of your customers who purchased... on (*one of your + plural noun) (*on + date) The ... costs...per person. 	
7	Stating the demands		G	<ul style="list-style-type: none"> ✓ I hope you will ... as soon as possible. • I expect a/an • I would welcome the opportunity to further discuss these matters. 	
8	Closing		H	<ul style="list-style-type: none"> ✓ I am writing to complain about..., which I joined on...[date] 	

Task 3 Text Analysis – Version 2



Suzhou 蘇州



Zhouzhuang 周莊鎮

Greeting

Dear Sir/ Madam,

Show the reason for writing

[1] I am writing to complain about a private cultural day tour to Suzhou and Zhouzhuang, which I joined on 14th February 2023.



Give background information

*5W

[2] I am one of your customers who purchased the Classic China & Exploration Tour package on 15th January 2023 because I was captivated by your travel brochure and the promises made by Mr. Tang, your travel agent from the Crown International Travel. When Mr. Tang went through the travel brochure with us, he mentioned several times that all the admission tickets were included, and the guide would speak in English. The trip costs \$500 per person and was on sale with a ‘buy-one-get-one-free’ discount. Mr. Tang also guaranteed that no other customers would join the tour with us as it was a private tour.

Contrast transition

– tell your reader your trip was totally different from the descriptions

[3] However, it was the complete opposite of what I expected. **Imagine my disappointment feeling when my trip was ruined**, and the tour was of low-quality service! **complaint** **Is this the way the travel agencies are instructed to behave towards the public?** **complaint**

Describe 1st complaint – give details about the complaint

[4] Firstly, not only did we not get what we paid for, it was not a private tour at all **complaint**. My family and I arrived punctually at the pick-up point at 8:30 am, but our tourist guide, Mr. Cheung, did not show up until 9:30 am **example**. This was totally unprofessional **complaint**. Mr. Cheung broke the agreement and asked us to join other families on a small group tour and told us that he would be our tour guide instead of providing a private tour guide. We asked to cancel the tour since it was not a private tour **example**. **There is no point in joining a private tour if we do not even have our own private tour guide reason!** **We were further upset feeling by your staff's inappropriate and apathetic**

Describe your feeling – explain why you are unhappy

attitude as he refused to refund us without any reason **reason**. Since we did not want to waste our money, we eventually gave in **feeling** and continued the tour.



Describe 2nd complaint – give details about the complaint

[5] Secondly, we only visited two tourist attractions and did not take part in any cultural activities as we were promised **complaint**. Since the tour started at noon, **I was annoyed feeling to find that he cancelled our first activity reason**, i.e., a visit to Master-of-Nets Garden, and he opted to take us to a local restaurant for lunch instead. After lunch, we were supposed to attend the silkscreen workshop at the Suzhou Silk Museum **example**. However, he skipped the workshop and took us to a museum shop to purchase traditional Chinese silk products. Then, we went to Zhouzhuang Water Town for the promised boat trip, but again the itinerary was changed. He simply asked us to explore the area on our own without showing us around **example**. **This was not the first time that this has happened on this tour. Imagine my fury feeling**

Describe your feeling – explain why you are unhappy

when your travel agent repeatedly breached the agreed contract!



Describe 3rd complaint – give details about the complaint

[6] My last complaint is the unprofessional conduct of the tour guide **complaint**. Firstly, Mr. Cheung was one hour late, but he neither offered an apology nor explained why he was late. He acted as if nothing had happened and took us to the local restaurant **example**. Second, Mr. Cheung just briefly introduced the scenic spots, told us to read up on our own, and rudely refused to share more information about the attractions **example**. **The thing that annoyed feeling me most was his discourtesy and ignorance reason**. When we were on our way to the museum, we asked Mr. Cheung more about the Garden and the principles of Chinese garden design. He barely shared any information about the design elements of the classical Chinese gardens and simply asked us to google the question on our own **example**. **What is the point of having a dunce here with us? complaint** He did not make an effort to share more about the history and culture of the tourist attractions with us **reason**. When I asked if he could share

Describe your feeling – explain why you are unhappy

more, he just ignored my request and rudely asked me what more I wanted to hear **example**. I was totally upset **feeling** by his disrespectful behaviour. Is this the way the tour guides are instructed to behave towards the public? **complaint**

Express your expression

[7] Your company is a reputable travel agency, and you pride yourself on providing excellent service to customers. What I experienced on the tour, however, was far from what I was promised. **There is no point in signing the agreed contract if your travel agency does not execute it.** To make matters worse, your tour guide was unknowledgeable, ill-mannered, and a slouch. He was unable to tell us about the culture or history of the attractions and was impolite to us. The way he treated us made my blood boil.

State the demands – tell your readers what you want

[8] I hope you will investigate this matter as soon as possible. I expect a full refund. I would welcome the opportunity to further discuss these matters. I look forward to hearing from you soon.

Closing

Yours faithfully,

Sender's name

Chris Wong



☺ A letter of complaint is always written in formal language, and it usually consists of the following structure:

- stating _____
- describing _____
- explaining _____
- stating _____
(e.g. asking for _____)

A Letter of Complaint: Content



1. What type of letter is it?

letter of application

letter of invitation

letter of complaint

2. What is the letter about?

3. Fill in the following table.

Sender's name	
Name of company	
Recipient's name	

4. What is Chris complaining about?

5. Chris was a ...

a pilot

a tour guide

a customer

6. Which private tour did Chris join?

7. What is the name of the travel agency?

8. Where did the private tour take him to?

9. When did he join the private tour?

10. What was the name of the tour guide?

11(i). According to paragraph 4, what did the tour guide do to make Chris angry?

(ii). What did Chris do afterwards?

(iii). What happened to the tour guide when Chris asked for a refund?

(iv). How did Chris feel?

12. How did the tour guide act when Chris asked him for more information about the principles of Chinese garden design in paragraph 6? Give evidence from the text to support your answer.

13. In paragraph 6, what was the tour guide's attitude when he was asked to share more about the history and culture of the tourist attractions?

14. In paragraph 7, what is the travel agency proud of?

15. Which of the following attractions did the writer visit in the trip?

Tick (✓) **TWO** attractions only. No marks will be given for three or more ticks.

Attractions

- | | | |
|------|------------------------|--------------------------|
| i) | Master-of-Nets Garden | <input type="checkbox"/> |
| ii) | Suzhou Town Wet Market | <input type="checkbox"/> |
| iii) | Suzhou Silk Museum | <input type="checkbox"/> |
| iv) | Zhouzhuang Water Town | <input type="checkbox"/> |
| v) | Zhouzhuang Museum | <input type="checkbox"/> |

16. What does Chris expect the travel agency to do according to paragraph 8?

A Letter of Complaint: Useful Phrases

Look at the list of useful phrases (A-H) Chris uses in his letter. What kind of meaning do they express? Match the phrases with the correct functions (1-8).

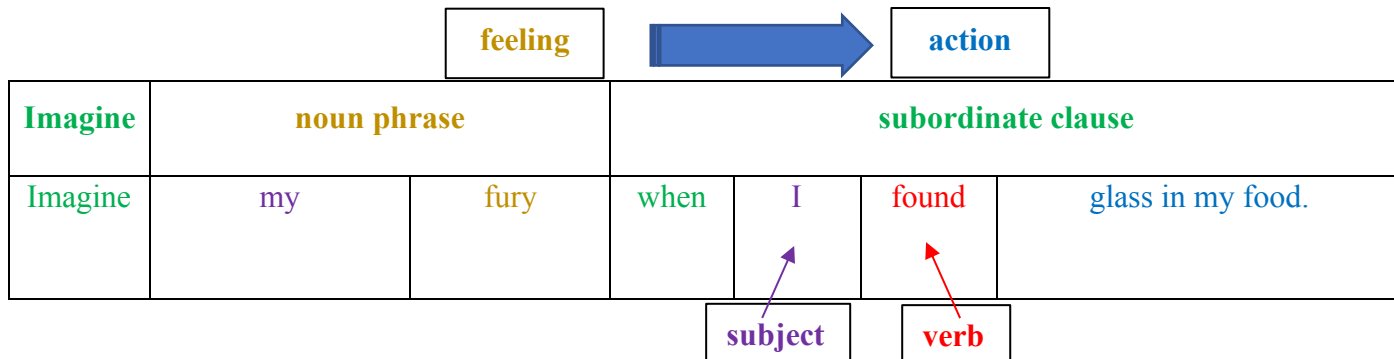
1	Greeting	
2	Showing the purpose for writing	
3	Give background information	
4	Describing the complaint	
5	Describing the feeling	
6	Expressing expectation	
7	Stating the demands	
8	Closing	

A	<ul style="list-style-type: none"> Your company is a reputable ... and you pride yourself on ... (*on + noun / noun phrase) What I experienced on the tour is far from the truth. 	
B	<ul style="list-style-type: none"> Imagine my ... when + SVO (*Imagine + noun) Is it the way + SVO to ... (* to + verb) This is not the first time that + SVO (*SVO Present Perfect Tense) There is no point in + gerund 	<ul style="list-style-type: none"> I was ... to find that + SVO (* was/were + adjective) I was ... by (* was/were + adjective) (*by + noun phrase) The thing that ... me the most was (* that + verb past tense) (* was + noun phrase)
C	<ul style="list-style-type: none"> Dear Sir / Madam, 	
D	<ul style="list-style-type: none"> The tour guide acted as if ... (* as if + SVO) He neither nor ... (neither + verb / verb phrase + nor + verb / verb phrase) He barely shared any information about He did not make an effort to 	
E	<ul style="list-style-type: none"> Yours faithfully, 	
F	<ul style="list-style-type: none"> I am one of your customers who purchased... on (*one of your + plural noun) (*on + date) The ... costs...per person. 	
G	<ul style="list-style-type: none"> ✓ I hope you will ... as soon as possible. • I expect a/an • I would welcome the opportunity to further discuss these matters. 	
H	<ul style="list-style-type: none"> ✓ I am writing to complain about..., which I joined on...[date] 	

Task 4 Target sentence patterns

Pattern A. Imagine + [noun phrase] + subordinate clause

Usage: We use this sentence pattern to convey **emotions** towards an **action**



A. Rearrange the following elements by using the new sentence pattern.

Imagine	noun phrase		subordinate clause			
	(e.g. my, our, her)	noun				
Imagine		disappointment	when	we	spotted	that the sushi was tainted.
Imagine		anger		he	was being	so rude to us.
Imagine		frustration		I	was told	that there would not be a private tour guide.

1. Imagine my disappointment when _____
_____.
2. Imagine our anger when _____
_____.
3. Imagine my frustration when _____
_____.

B. Read the following situation and make a sentence by using the new sentence pattern.

Situation:

I'm very angry about the service my friends and I got at ABC restaurant. When we got there, we couldn't get a table even though we had made a reservation.

_____.

C. *Make a sentence by using the new sentence pattern, which can be applied to the letter of travel complaint.*

Pattern B. Is this the way + subordinate clause?

Usage: We use this sentence pattern to express our dissatisfaction with one person's act.

Is this the way	subordinate clause		
Is this the way	the tour guides	are instructed	to behave towards the public?
	subject	Verb (passive voice)	

A. *Rearrange the following elements into correct sentences.*

Is this the way	subordinate clause		
Is this the way	the tour guides	are instructed	to behave towards the public?
	your tour guides	are taught	to treat the tourists?
	your travel agents	are asked	to deceive the customers?

1. Is this the way _____

2. Is this the way _____

3. Is this the way _____

B. *Read the following situation and make a sentence by using the new sentence pattern.*

Situation:

I'm very angry about the service my friends and I got at ABC restaurant. When we got there, we couldn't get a table even though we had made a reservation. When we asked your waiter when we could get the table, the waiter ignored our question and rudely asked us to leave the restaurant.

C. Make a sentence by using the new sentence pattern, which can be applied to the letter of travel complaint.

Pattern C. This is not the first time + subordinate clause

Usage: We use this sentence pattern to express our complaint that a situation has occurred in the past.

This is not the first time	subordinate clause			
This is not the first time	that	Mr Cheung	has been	late.
			The situation which has occurred in the past	
		subject	verb	

A. Rearrange the following elements into correct sentences.

This is not the first time	subordinate clause			
This is not the first time	that	the tour	has deviated	from the agreed contract.
		this	has happened.	//
		Mr Cheung	has been	discourteous to us.

1. This is not the first time that _____

2. This is not the first time that _____

3. This is not the first time that _____

C. *Read the following situation and make a sentence by using the new sentence pattern.***Situation:**

We're very angry about the service we got at ABC restaurant. When we got there, we couldn't get a table even though we had made a reservation. When we asked your waiter when we could get the table, the waiter ignored our question and rudely asked us to leave the restaurant. We were so angry that we left the restaurant immediately. One week later, we went to the restaurant and we received the poor service again.

D. *Make a sentence by using the new sentence pattern, which can be applied to the letter of travel complaint.*

Exercise

Change adjective (adj.) to noun:

angry _____

adj noun

Tip: Look it up on the Internet!

1. You were **angry**. You spotted the head of a cockroach on top of your food. (Imagine my [noun]...)

2. You were **disappointed**. The sushi served was tainted. (Imagine my [noun]...)

disappointed _____

adj noun

3. You were **frustrated**. Mr Cheung was being late again. (Imagine my [noun]...)

frustrated _____

adj noun

4. You were **furious**. Mr Cheung was indifferent to your need. (Imagine my [noun]...)

furious _____

adj noun

5. You are not satisfied with the tour guides' behavior towards the tourists. (Is this the way ... taught ...?)

6. You believed that the travel agents had deceived you. (Is this the way ... asked ...?)

7. You think that the way you were treated was unacceptable. (Is this the way ... instructed ...?)

8. The travel guides have been late for the activities many times. (This is not the first time that...)

8. Mr Cheung has constantly provided inaccurate and misleading information about local attractions (This is not the first time that ...)

9. You have been charged hidden fees in several activities. (This is not the first time that ...)

Pattern D. There is no point in + gerund + subordinate clause

Usage: We use this sentence pattern to emphasise the importance of certain conditions.

There is no point in	gerund		subordinate clause	
There is no point in	compensating	us for the trip	if	we do not receive apologies from Mr Cheung.

A. Rearrange the following elements into correct sentences.

There is no point in	gerund		subordinate clause	
There is no point in	planning joining	any of your tours a trip to London	if	you do not have a passport. everything is disorganised.

1. There is no point in _____
_____.
2. There is no point in _____
_____.

B. Read the following situation and make a sentence by using the new sentence pattern.

Situation:

I'm very angry about the service my friends and I got at ABC restaurant. When we got there, we couldn't get a table even though we had made a reservation. When we asked your waiter when we could get the table, the waiter ignored our question and rudely asked us to leave the restaurant.

_____.

C. Make sentences by using the new sentence pattern, which can be applied to the letter of complaint.

1. _____

_____.
2. _____

_____.

Pattern E. I was [adjective] + [infinitive clause] + [rest of the sentence]

Usage: We use this sentence pattern to **express our feeling** towards **an action**.

subject	verb to be	adjective	infinitive clause	rest of the sentence		
I	was	annoyed	to find that	he	cancelled	our first activity.
He		appalled		she		
She		disgusted		etc.		
etc.	were	disappointed, etc.				



A. Rearrange the following elements into correct sentences.

subject	verb to be	adjective	infinitive clause	rest of the sentence		
You		annoyed	to find that	I	failed	the exam.
We	were	appalled		hair	was found	in their food.
They		disgusted		her children	told	a lie.
I		disappointed		his best friend	removed	his photos on Facebook.
He	was					
She						

1. _____

2. _____

3. _____

4. _____

Level up

subject	verb to be	adjective	infinitive clause	rest of the sentence		
We	were	annoyed	to find that	he	cancelled	our first activity.

** Based on your context, you can use any appropriate verbs such as 'discover' and 'hear' to form various sentences.

B. Complete the following sentences.

1. He was annoyed to find that _____

2. We were disappointed to hear that _____

3. She were appalled to hear that _____

C. Make sentences by using the new sentence pattern, which can be applied to the letter of travel complaint.


1. _____

_____.
2. _____

_____.

Pattern F. I was (adjective) by + noun phrase

Usage: We use this sentence pattern to **show a reason for our feeling**.

subject	verb to be	adjective	by	noun phrase
I	was	upset	by	his disrespectful behaviour.
		feeling		reason

A. Rearrange the following elements into correct sentences.

subject	verb to be	adjective	by	noun phrase
You		upset	by	her irresponsible behaviour.
We	were	disappointed		his hostile attitude.
They		angry		their lack of respect.
I		confused		her students' continuous improvement in their studies.
He	was	pleased		the foreign road signs.
She				

subject	verb to be	adjective	by	noun phrase
		upset	by	
		disappointed		
		angry		
		confused		
		pleased		

Level up

subject	verb to be	adjective	by	what-clause
We	were	surprised	by	what he has done.



B. Complete the following sentences.

1. _____
by what her children said.
2. I was furious by _____

3. She were disappointed by _____

C. Make a sentence by using the new sentence pattern, which can be applied to the letter of travel complaint.

1. _____

2. _____

Proofreading exercise

1. There is no point in **compensate** for this trip if Mr Cheung does not apologise.

2. Imagine my **angry** when he was being so impolite to me.

3. Imagine my **frustrated** when I found a hair in the Ramen.

4. Is this the way the tourist guides **^** instructed to treat the tourists?

5. This is not the first time that the tour **breached** the agreed contract.

6. There is no point in signing the agreed contract **unless** your travel agency does not execute it.

7. This is not the first time that Mr Cheung **is** discourteous to us.

8. I was disappointed by his disrespectful **behave**.

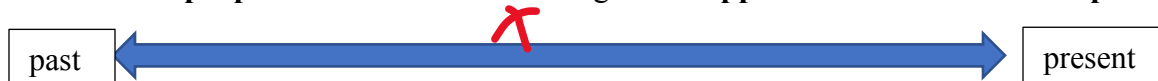
9. They were **annoying** to find that hair was found in their food.

Task 5 Target grammar items

Simple past tense & Present perfect tense

Simple past tense

We use the **simple past tense** to talk about things that **happened and finished in the past**.



e.g. Sarah **went** to school **yesterday**.

We usually use the **simple past tense** with the following time expressions: four days **ago**, **last** night, **this** morning, **yesterday**, in 2021.

How to form simple past tense

a. Simple past form of **regular verbs**:

With most verbs, the past tense is formed by adding **-ed**:

Regular verbs	How to form simple past tense	Example
1. Most verbs	add 'ed'	call + ed = called
2. Verbs ending in -e	add 'd'	like + d = liked
3. Verbs ending in a consonant + y	delete 'y' + add 'ied'	study -y + ied = studied
4. Short verbs ending in a stressed vowel (e.g. a, e, i, o, u) and a consonant	double the consonant + add 'ed'	shop + p + ed = shopped

b. **Irregular verbs**

There are a lot of irregular verbs and below are some examples of the most common irregular verbs in English. To know more about the irregular verbs, please refer to a dictionary.

Irregular verbs	Example
be	was/ were
buy	bought
come	came
go	went
find	found
make	made

c. **Form positive and negative statements**

Positive statement	Negative statements
I played tennis	I did not/ didn't play tennis.

The **main verb remains unchanged** after **'did not/ didn't'**.

d. Form questions

We use **did** to make questions:

Did you/she **play** tennis yesterday?

When **did** you **meet** your friends?

The **main verb remains unchanged** after '**did**'.

** Questions with **who** often don't use **did**:

e.g. **Who wrote** Cinderella?

Practice 1

Below is a list of common irregular verbs. Fill in the table below.

Base Form	Past Simple	Past Participle
be		
beat		
become		
begin		
bite		
break		
bring		
build		
buy		
catch		
choose		
come		
cost		
cut		
do		
draw		
drive		

Base Form	Past Simple	Past Participle
drink		
eat		
fall		
feel		
fight		
find		
forget		
get		
give		
go		
grow		
have		
hear		
hit		
hold		
hurt		
keep		
know		
lead		
learn		
leave		
lend		
let		
lie		
lose		
make		
mean		

Base Form	Past Simple	Past Participle
pay		
put		
read		
ride		
rise		
run		
say		
see		
sell		
send		
show		
sing		
sit		
sleep		
speak		
spend		
stand		
take		
tell		
think		
understand		
wear		
win		
write		

Practice 2

Complete the conversation between a customer service assistant and a customer with the correct forms of the words in brackets or proper responses.

Customer service assistant (CSA):	Good morning. Can I help you?
Customer:	I'd like to make a complaint about my one-day tour in Suzhou last week.
CSA:	I'm sorry to hear that. What exactly (e.g.) <u>was</u> (be) the problem?
Customer:	First of all, Mr Tang, our tour guide, (1) _____ (take) us to a wrong hotel. When we (2) _____ (arrive) there, we (3) _____ (find) that this was not the hotel stated in your travel brochure. We (4) _____ (tell) him about that immediately but he (5) _____ (refuse) to take us to the right hotel. Since we (6) _____ (pay) more for a 4-star hotel, we (7) _____ (accept) to stay at this 1-star hotel. We then (8) _____ (insist) on him calling to his company to find out which hotel we stayed in this trip. Later, he realised that he made a mistake and took us to the right hotel but he (9) _____ (apologise) to us for wasting over an hour on that.
CSA:	I'm really sorry and I understand why you were upset. Let me talk with my manager to see what we can offer you to make you feel better. Would it be okay if I call you back next Monday with a solution?
Customer:	I'm fine with this arrangement.
CSA:	Thank you.



Present perfect tense

We use the **present perfect tense** to talk about things that

- (i) started in the past and still continue up to the present.
e.g. Connie has been a teacher since 2000.
- (ii) happened in the past with effects on the present.
e.g. Ernest has just finished his homework. You can check it.



We usually use the **present perfect tense** with the following time expressions: **for, since, already, yet, before, just, ever, never, recently.**

How to form present perfect tense

** **has/ have** + **past participle**

e.g. **I/ You/ We/ They have been** a teacher for six years.

He/ She has been a teacher for six years.

a. Form positive and negative statements

Positive statement	Negative statements
I have played tennis for 10 years.	I have not/ haven't play tennis for 10 years.
He has played tennis for 10 years.	He has not/ hasn't play tennis for 10 years.

b. Form questions

We use **has/have** to make questions:

Subject: I/ You/ We/ They	Subject: He/ She/ It
Have you played tennis for 10 years?	Has he played tennis for 10 years?

Practice 3

Your friend Karen is travelling to China. She has emailed you about her food experiences. However, some of the verbs are missing from the email. Complete the email using the present perfect tense.

Hi Thomas,

I (e.g.) have travelled (travel) around China for two months and I (2) _____ (see) so many amazing tourist attractions. I (3) _____ (try) a lot of Chinese food. You know what? I (4) _____ even _____ (eat) snakes! It tasted like chicken! I (5) _____ (visit) Suzhou twice during my travels as the view there was spectacular. I (6) _____ (enjoy) the food there, especially Sweet and Sour Mandarin Fish and Pan-Fried Bun. They were delicious and I think you must like it.

Our friend Karen is staying in Japan. She (7) _____ (stay) in Tokyo for one month. You know, she is a big fan of Japanese animations. She (8) _____ (obsess) with Japanese anime since she was a primary two student. We skyped yesterday. She told me that she (9) _____ (buy) a lot of anime-related goods such as Pokémon toys in Akiba. I will meet her in Tokyo and have omakase in Manten Sushi tomorrow.

Karen and I will visit Hong Kong next Monday. Would you like to join our food tour in Hong Kong?

Talk to you soon!

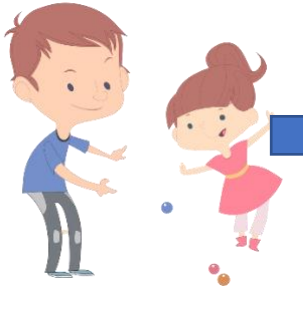



Love,

Betty



Differences between simple past tense and present perfect tense

Look at the pictures and their sentences below. Discuss the differences between A and B with your neighbour.

	Past	Present	
A			James was friends with Emma when he was a kid.
B			James has been friends with Emma since he was a kid.




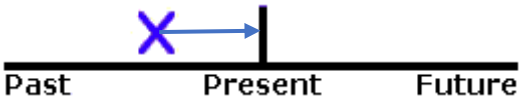


Point out the differences between sentences A and B and fill in the table below.

	A	B
Tense		
Conjunction		
Meaning		

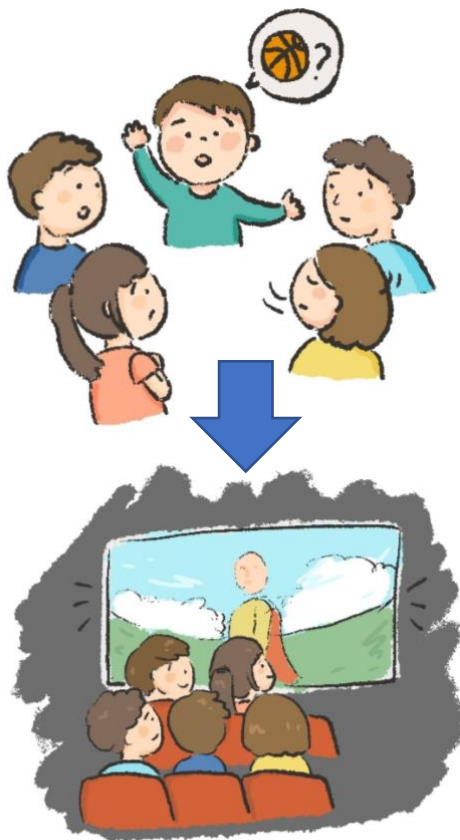
What are the differences between simple past tense and present perfect tense? Write them down after discussion.



Differences between simple past tense and present perfect tenses

Simple Past (past verb form)	Present Perfect (has/ have + past participle)
<p>We use the Simple Past:</p> <ul style="list-style-type: none"> for completed actions in the past: <div style="text-align: center;">  </div> <p><i>e.g. I saw a movie yesterday.</i></p> <p>➤ <i>Last week/ last month/ ago</i></p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> an exact finish time for the action in the sentence: <p><i>e.g. Alex ate an orange <u>last night</u>.</i></p> <div style="text-align: center;">  <p>ALEX</p> </div>	<p>We use the Present Perfect:</p> <ul style="list-style-type: none"> for an action happened in the past and continued up to the present <div style="text-align: center;">  </div> <p><i>e.g. I have been sick for a week.</i></p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> no exact finish time for the action in the sentence: <p><i>e.g. Alex has eaten an orange.</i> (** We didn't know when he ate it.)</p> <div style="text-align: center;">  </div>

- to suggest something that happened in the past affects the situations that exists now
e.g. Very few people **have shown** any interest in playing basketball so we watch a movie.



Practice 4

Complete the morning conversation between Connie and Mark with the correct forms of the words in brackets or proper responses.

Mark:	Hi, Connie. You don't look so well. (e.g.) <u>Have</u> you <u>had</u> (have) any breakfast yet?
Connie:	No, I haven't. I'm not hungry.
Mark:	Are you okay? You look upset.
Connie:	No, I get anxious. I (1) _____ (sleep) and (2) _____ (cry) last night.
Mark:	What happened?
Connie:	I'm worried about my exam results, especially Chemistry one. We get the results any day now. I (3) _____ (ask) Miss Chan every morning this week. She told me that I would get the Chemistry exam result very soon. I guess I will know it today or tomorrow.
Mark:	Take it easy. You can't do anything about it now.
Connie:	I know but I can't help it. I (4) _____ (be) down since I (5) _____ (take) the exam.
Mark:	No worries. I'm sure your exam results will be good as you (6) _____ (revise) for a month before the exam.
Connie:	I know but chemistry is not my best subject. I (7) _____ (fail) every chemistry exam I (8) _____ ever _____ (take).
Mark:	Look. Miss Chan is coming. She is holding our chemistry exam paper.



Reported speech**What is direct speech?****Direct speech** is the exact words someone said.e.g. Mandy said, **'I am hungry.'****What is reported speech?****Reported speech** is the exact meaning of what someone said, but not the exact words.

e.g.

Situation:

Cecilia heard what Mandy said. When she told Hugo, she would say...

Mandy said **she was** hungry.**Comparison between direct speech and reported speech**Direct speech: Mandy said, **'I am hungry.'**Reported speech: Mandy said **she was** hungry.**How to form a reported statement**Step 1: **Delete the quotation marks.** The **comma** after the verb 'said' is also deleted.

- Tom said, 'I want to play the piano tonight.'

↓

Tom said I want to play the piano tonight.

Step 2: Add the word 'that' after the word 'said'.

Tom said I want to play the piano tonight.



Tom said that I want to play the piano tonight.

Step 3: Change the tense.

Tom said that I want to play the piano tonight.

Simple Present



Tom said that I wanted to play the piano tonight.

Simple Past

Step 3: Change the **tense**.

Direct speech	Reported speech
Simple Present (do)	Simple Past (did)
Present Continuous (is doing)	Past Continuous (was doing)
Present Perfect (have done)	Past Perfect (had done)
Present Perfect Continuous (have been doing)	Past Perfect Continuous (had been doing)
Simple Past (did)	Past Perfect (had done)
Past Continuous (was doing)	Past Perfect Continuous (had been doing)
Past Perfect (had done)	Past Perfect (had done)
Simple future (will do)	Would + bare infinitive (would do)
may/can etc.	might/could
am/ is/ are going to	was/ were going to

Step 4: Change the pronouns, possessive adjectives and the expressions for place and time.

Tom said that I wanted to play the piano **tonight**.



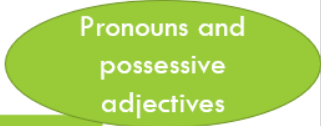
Tom said that he wanted to play the piano **that night**.



Expression for time and place

Direct Speech	Reported Speech
here	there
this (e.g. this afternoon)	that (e.g. that afternoon)
now	then
today	that day
tonight	that night
yesterday	the previous day Or the day before
tomorrow	the following/next day
this week/ month/ year	that week/ month/ year
next week/ month/ year	the following week/ month/ year Or the week/month/ year after
last week/ month/ year	the previous week/ month/ year Or the week/ month/ year before
ago	before

Step 4: Change the **pronouns, possessive adjectives and the expressions for place and time**.



Subject Pronouns		Object Pronouns		Possessive Adjectives		Possessive Pronouns	
Direct	Reported	Direct	Reported	Direct	Reported	Direct	Reported
I	he/ she	me	him/ her	<u>my</u>	his/ her	mine	his/ hers
we	they	us	them	<u>our</u>	<u>their</u>	ours	theirs
you	he/ she/ they	you	him/ her/ them	your	his/ her/ <u>their</u>	yours	his/ hers/ theirs

First / Second Person → Third Person

Activity 1: Plickers cards

Situation:

You're Catherine. Imagine you've just received a WhatsApp call from your brother Peter. He's travelling in China. Your mother wants to know what he said. However, it's a bad phone line and you only hear a few sentences. **Can you change them into reported statements to tell your mother afterwards?**

Direct speech	Peter said, 'I'm feeling lonely.'
Reported speech	

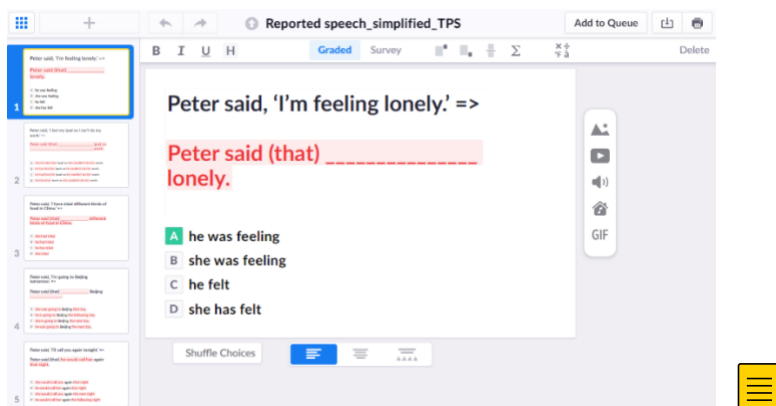
Direct speech	Peter said, 'I lost my ipad so I can't do my work.'
Reported Speech	

Direct speech	Peter said, 'I have tried different kinds of food in China.'
Reported speech	

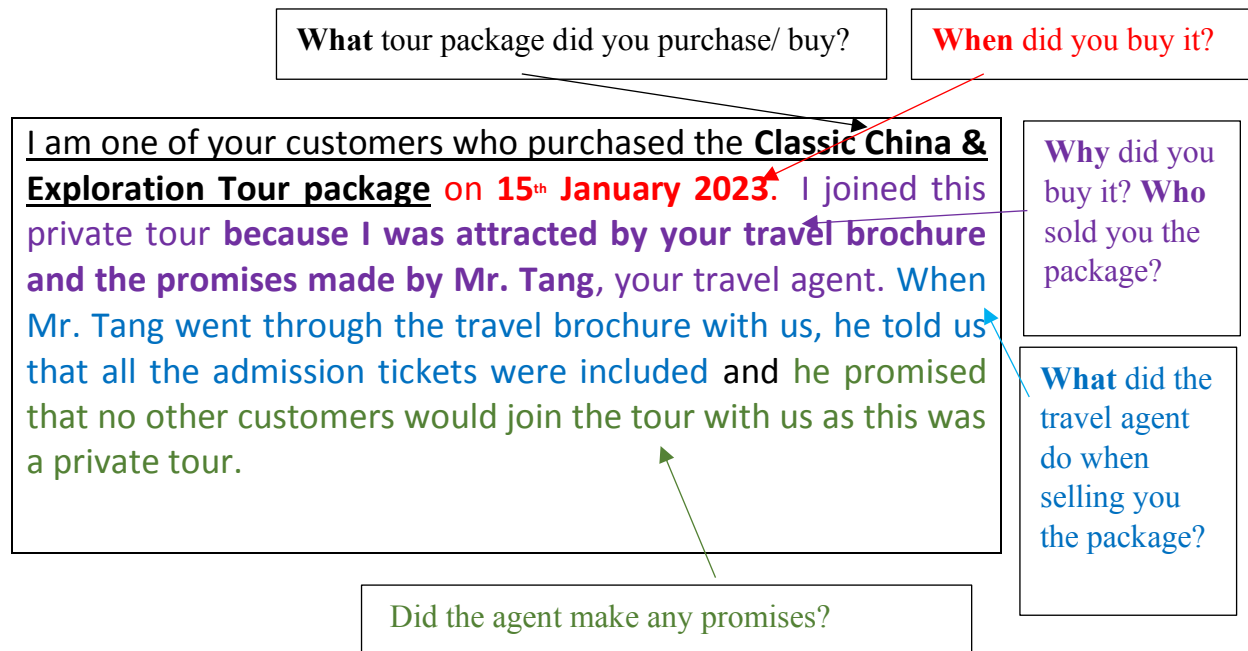
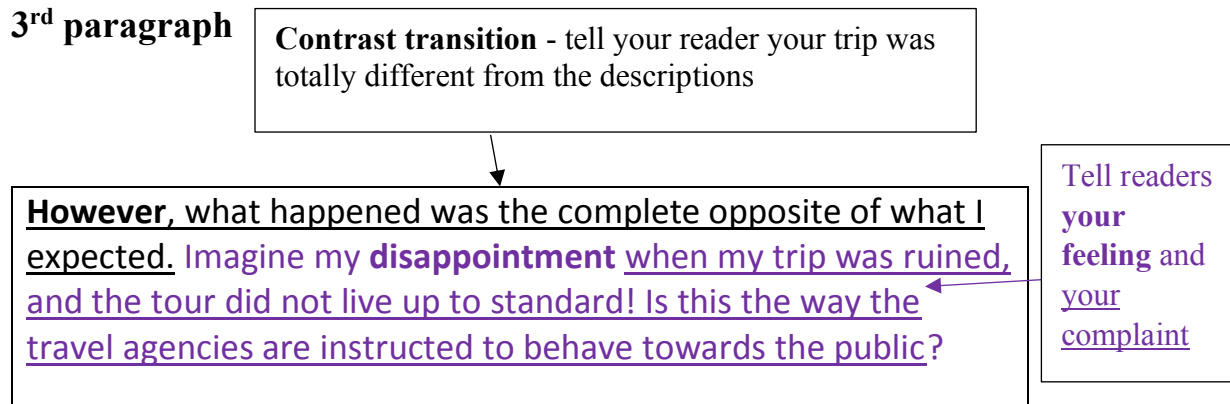
Direct speech	Peter said, 'I'm going to Beijing tomorrow.'
Reported speech	

Direct speech	Peter said, 'I'll call you again tonight.'
Reported speech	

Teacher's note: A Plickers activity is designed here for grammar learning. Due to the copyright issue, the original Plickers is not shown here.



Task 6 – Further analysis on some paragraphs – Version 1

2nd paragraph3rd paragraph

4th paragraph

Topic sentence

- tell your reader your **first** complaint

Firstly, not only did we not get what we paid for, but it was not a private tour at all. My family and I arrived at the pick-up point at 8:30 am, but our tourist guide, Mr. Cheung, did not show up until 9:30 am. This was totally unprofessional. Mr. Cheung broke the agreement and asked us to join other families on a small group tour and told us that he would be our tour guide instead of providing a private tour guide. We asked to cancel the tour since it was not a private tour. There is no point in joining a private tour if we do not even have our own private tour guide! We were further upset by your staff's inappropriate and apathetic attitude as he refused to refund us without any reason. Since we did not want to waste our money, we eventually gave in and continued the tour.

Give **first example** of your first complaint

Give **second example** of your first complaint

Give **reasons**

Talk about your feelings towards events

Task 6 – Further analysis on some paragraphs – Version 2

2nd paragraph

What tour package did you purchase?

When did you buy it?

I am one of your customers who purchased the **Classic China & Exploration Tour package** on **15th January 2023**. **because I was captivated by your travel brochure and the promises made by Mr. Tang, your travel agent from the Crown International Travel.** When Mr. Tang went through the travel brochure with us, he mentioned several times that all the admission tickets were included, and the guide would speak in English. The trip costs \$500 per person and was on sale with a 'buy-one-get-one-free' discount. Mr. Tang also guaranteed that no other customers would join the tour with us as this was a private tour.

Why did you buy it? Who sold you the package?

What did the travel agent do when selling you the package? Talk more about what would be included in the package.

Did the agent give any guarantees?

3rd paragraph

Contrast transition - tell your reader your trip was totally different from the descriptions

However, it was the complete opposite of what I expected. Imagine my **disappointment** when my trip was ruined, and the tour was of low-quality service! Is this the way the travel agencies are instructed to behave towards the public?

Tell readers your feeling and your complaint

4th paragraph

Topic sentence
- tell your reader your **first** complaint

Firstly, it was not a private tour at all. My family and I arrived punctually at the pick-up point at 8:30 am, but our tourist guide, Mr. Cheung, did not show up until 9:30 am. This was totally unprofessional. When waiting for him, we noticed two other families were waiting there. After having a conversation with the families, we realized that we had all joined the same tour and found it unacceptable as we all had paid more for a private tour. When Mr. Cheung arrived, we asked him about the arrangements of our tours and where our own private tour guides were. He said that we all joined this small group tour, and that he would be our tour guide. We were all shocked and angry. Therefore, we preferred to cancel the tour immediately and asked him for a refund.

Give **first example** of your first complaint

Give **second example** of your first complaint

Give **reasons**

Talk about your feelings towards events

5th paragraph

We were **upset** by the inappropriate and apathetic attitude of your staff as he refused and even claimed that a private tour was the same as a small group tour. He told us that no refund would be given if we decided to leave. Since we did not want to waste our money, we eventually gave in and continued the tour. There is no point in joining a private tour if we do not even have our own private tour guide.

Give **third example** of your first complaint

Give **reasons**

While-writing Stage

Individual writing

Greeting

1st paragraph - show the reason for writing

Hint: **I am writing to complain about** (noun) ..., **which I joined on** (date).

2nd paragraph – tell your reader what happened in a travel agency

Hint: Use **5W** to help you write this paragraph

<p>1. What tour package did you purchase/buy?</p>	<p> </p> <p> </p>
<p>2. When did you buy it?</p>	<p> </p> <p> </p>
<p>1. Why did you buy it?</p>	<p> </p>
<p>2. Who sold you the package?</p>	<p> </p>
<p>3. What did the travel agent do when selling you the package?</p>	<p> </p> <p> </p>
<p>4. Did the agent make any promises?</p>	<p> </p> <p> </p>

3rd paragraph – tell your reader your trip was totally different from the descriptions of the travel brochure and the agreed contract

Hint: Use **target sentence patterns**

<p>Contrast transition - tell your reader your trip was totally different from the descriptions - use contrast conjunctions, e.g. However</p>	<hr/> <hr/> <hr/> <hr/> <hr/>
<p>Tell readers your feeling and your complaint - Use target sentences</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

4th – 6th paragraph: areas of complaint

** One paragraph focuses on one complaint.

4th paragraph – first complaint

<p>Topic sentence - tell your reader your first complaint</p>	<hr/> <hr/> <hr/> <hr/> <hr/>
<p>1. Give examples of your first complaint with reasons.</p>	<hr/> <hr/> <hr/> <hr/> <hr/>

	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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6th paragraph – third complaint

<p>Topic sentence - tell your reader your third complaint</p>	<hr/> <hr/> <hr/> <hr/>
<p>1. Give examples of your third complaint with reasons. 2. Tell readers your feeling towards events.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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7th paragraph – summarise your complaints and tell your reader your feelings

Your expectation toward the travel agency	<hr/> <hr/> <hr/> <hr/>
1. summarise your complaints 2. tell the reader your feelings	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>





8th paragraph – express your expectation and state the demands






<p>1. express your expectation</p> <p>2. state the demands</p> <p>Hint: I hope you will..... I expect</p>	






Closing




Post-writing Stage**Task-specific rubrics cum self-check and peer feedback – Version 1**

Tick the boxes to show the target goals for this writing. Read your and your friend's letter of complaint. Check if you have completed the following items.

Success criteria	Self-check	Peer review
Content	tick if you did that; underline and label it in your writing, e.g. C1, L1, O1	<ul style="list-style-type: none"> • tick if your friend did that and give comments • mention the line no if your friend did that • rate your friend's work on a scale of 1 to 3 smiley faces. Colour the smiley faces in each area to indicate how well you think they've done. 1: need improvements; 2: fair ; 3: good
1. To give reasons of writing and describe the complaint including what, where and when e.g. I am writing to complain about a private day tour to <u>the towns of Suzhou and Zhouzhuang</u> , which I joined on <i>14th February 2023</i> .	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
2. a. To describe complaint 1 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
b. To describe complaint 2 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
c. To describe complaint 3 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 





<p>3. To show expectation for the company</p> <p>e.g. Your company is a reputable travel agency and you pride yourself on providing excellent service to customers.</p>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
<p>4. To show disappointment and ask for improvement and/or compensation</p> <p>e.g. What I experienced on the tour was far from that standard.</p> <p>e.g. I hope that you will investigate this matter as soon as possible. I expect a full refund.</p>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
Language		
<p>1. To use different vocabulary and sentence patterns correctly</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p>2. To use the following language items correctly:</p> <p><input type="checkbox"/> a. To use time connectives to talk about the order of events</p> <p>e.g. After lunch, we went to Suzhou Silk Museum to attend a silk screen workshop.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p><input type="checkbox"/> b. To use simple past tense to talk about actions and events that happened in the past</p> <p>e.g. it was not a private tour at all.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 






<p><input type="checkbox"/> c. To use persuasive language (e.g. emotive words) to persuade people to accept our point of view e.g. I was totally upset by his disrespectful behaviour.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p><input type="checkbox"/> d. To use reported speech to introduce what others said e.g. He said that we all joined this small group tour and he was our tour guide today.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p><input type="checkbox"/> e. To use simple present tense and future tense to describe the expectation for the company and the requests e.g. Your company is a reputable travel agency. e.g. I expect a full refund. e.g. I hope you will investigate this matter as soon as possible.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p>3. To show almost entirely correct grammar, spelling, punctuation and capitalization (optional)</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p>Organisation</p>		
<p>1. To include an opening and a closing</p>	<input type="checkbox"/>	<input type="checkbox"/> 






2. To include clear topic sentences with supporting details	<input type="checkbox"/>	<input type="checkbox"/> : 
3. Coherent links within / between paragraphs and effective use of connective (e.g. in addition and time connectives)	<input type="checkbox"/>	<input type="checkbox"/> : 
Bonus		
1. To use <u>1 / 2 / 3 / 4 / 5 / 6</u> target sentence patterns correctly	<input type="checkbox"/>	<input type="checkbox"/> : 
Signature		




Task-specific rubrics cum self-check and peer feedback – Version 2

Tick the boxes to show the target goals for this writing. Read your and your friend's letter of complaint. Check if you have completed the following items.

Success criteria	Self-check	Peer review
Content	tick if you did that; underline and label it in your writing, e.g. C1, L1, O1	<ul style="list-style-type: none"> tick if your friend did that and give comments mention the line no if your friend did that rate your friend's work on a scale of 1 to 3 smiley faces. Colour the smiley faces in each area to indicate how well you think they've done. 1: need improvements; 2: fair ; 3: good
5. To give reasons of writing and describe the complaint including what, where and when e.g. I am writing to complain about a private cultural day tour to <u>the towns of Suzhou and Zhouzhuang</u> , which I joined on <i>14th February 2023</i> .	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
6. a. To describe complaint 1 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
b. To describe complaint 2 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
c. To describe complaint 3 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/> Line no.: 
7. To show expectation for the company	<input type="checkbox"/>	<input type="checkbox"/>

<p>e.g. Your company is a reputable travel agency and you pride yourself on providing excellent service to customers.</p>		<p>Line no.:</p> 
<p>8. To show disappointment and ask for improvement and/or compensation</p> <p>e.g. What I experienced on the tour, however, was far from what I was promised.</p> <p>e.g. I hope that your travel agency will take this case seriously and investigate this matter as soon as possible. I also insist that you give me a refund to compensate for this terrible trip.</p>	<input type="checkbox"/>	<input type="checkbox"/> <p>Line no.:</p> 
Language		
<p>4. To use different vocabulary and sentence patterns correctly</p>	<input type="checkbox"/>	<input type="checkbox"/> <p>example:</p> 
<p>5. To use the following language items correctly:</p> <p><input type="checkbox"/> a. To use time connectives to talk about the order of events</p> <p>e.g. After lunch, we went to Suzhou Silk Museum to attend a silk screen workshop.</p>	<input type="checkbox"/>	<input type="checkbox"/> <p>example:</p> 
<p><input type="checkbox"/> b. To use simple past tense to talk about actions and events that happened in the past</p> <p>e.g. Firstly, it was not a private tour at all.</p>	<input type="checkbox"/>	<input type="checkbox"/> <p>example:</p> 

<p><input type="checkbox"/> c. To use persuasive language (e.g. emotive words) to persuade people to accept our point of view e.g. His disrespectful behaviour was unbearable.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p><input type="checkbox"/> d. To use reported speech to introduce what others said e.g. He said that we all joined this small group tour and he was our tour guide today.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p><input type="checkbox"/> e. To use simple present tense and future tense to describe the expectation for the company and the requests e.g. Your company is a reputable travel agency. e.g. I expect a full refund. e.g. I hope you will investigate this matter as soon as possible.</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p>6. To show almost entirely correct grammar, spelling, punctuation and capitalization (optional)</p>	<input type="checkbox"/>	<input type="checkbox"/> example: 
<p>Organisation</p>		
<p>1. To include an opening and a closing</p>	<input type="checkbox"/>	<input type="checkbox"/> 

2. To include clear topic sentences with supporting details	<input type="checkbox"/>	<input type="checkbox"/> : 
3. Coherent links within / between paragraphs and effective use of connective (e.g. in addition and time connectives)	<input type="checkbox"/>	<input type="checkbox"/> : 
Bonus		
2. To use <u>1 / 2 / 3 / 4 / 5 / 6</u> target sentence patterns correctly	<input type="checkbox"/>	<input type="checkbox"/> : 
Signature		

Language support for peer review

How can we give comments on our peer work?

If you like your peer's work:

Well, I like your work because...

Content	Language	Organisation
<ul style="list-style-type: none"> - you gave many details. - you gave many examples. - it's clear. - it's creative. 	<ul style="list-style-type: none"> - you used different vocabulary words. - your word choice is precise. - you used different sentence patterns. - your spelling is (mostly) correct. - you used (<u>grammar item</u>) correctly. - you used the correct punctuation. 	<ul style="list-style-type: none"> - you used time connectives / sequence words. - you wrote a clear topic sentence. - you explained your idea(s) with supporting details

If you would like to give comments to improve your peer work:

- You may want to add details here...
- You should/ should not (verb) ...
- It would be better if (S + V + O) ...

Content	Language	Organisation
<ul style="list-style-type: none"> - give more details. - give more examples. - explain why you felt that way. - you don't repeat the same idea. 	<ul style="list-style-type: none"> - you find the synonyms of _____. - use <u>time connectives / past tense / connectives etc.</u> here. - check your spelling. - make your sentences more precise. 	<ul style="list-style-type: none"> - add a topic sentence. - use connectives to connect the paragraphs. - you include <u>a closing / an opening</u>

Task-specific rubrics cum teacher feedback

Success criteria		
Content	The strengths of your writing ✓ Your teacher will give you a tick if you have done it	Here are what you can do to improve:
1. To give reasons of writing and describe the complaint including what , where and when	<input type="checkbox"/>	<input type="checkbox"/>
2. a. To describe complaint 1 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/>
b. To describe complaint 2 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/>
c. To describe complaint 3 with <u>examples and reasons</u>	<input type="checkbox"/>	<input type="checkbox"/>
3. To show expectation for the company	<input type="checkbox"/>	<input type="checkbox"/>
4. To show disappointment and ask for improvement and/or compensation	<input type="checkbox"/>	<input type="checkbox"/>

Language		
1. To use different vocabulary and sentence patterns correctly	<input type="checkbox"/>	<input type="checkbox"/>
2. To use the following language items correctly: <input type="checkbox"/> a. To use time connectives to talk about the order of events	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> b. To use simple past tense to talk about actions and events that happened in the past	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> c. To use persuasive language (e.g. emotive words) to persuade people to accept our point of view	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> d. To use reported speech to introduce what others said	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> e. To use simple present tense and future tense to describe the expectation for the company and the requests	<input type="checkbox"/>	<input type="checkbox"/>
3. To show almost entirely correct grammar, spelling, punctuation and capitalization	<input type="checkbox"/>	<input type="checkbox"/>

Organisation		
1. To include an opening and a closing	<input type="checkbox"/>	<input type="checkbox"/>
2. To include clear topic sentences with supporting details	<input type="checkbox"/>	<input type="checkbox"/>
3. Coherent links within / between paragraphs and effective use of connective (e.g. in addition and time connectives)	<input type="checkbox"/>	<input type="checkbox"/>
Bonus		
1. To use <u>1/2/3/4/5/6</u> target sentence patterns correctly	<input type="checkbox"/>	<input type="checkbox"/>