



Free class handout

Chapter 16

Complaint and request



Positive English page 174 – complaint to an airline (sample letter)

23 Hope Street
London
W1E 4JK, England

21 August, 2011

Transatlantic Luck Airline
23 West Palm Beach
Miami, Florida
52387, USA

Subject: Lost suitcase

Dear Sir or Madam,

I was one of the passengers on your flight LNX 204 yesterday returning home from a two-week holiday in Hawaii. Due to a 2-hour delay in take-off it was not the best experience of my life.

When we finally took off, I thought that that was the end of my problems. Unfortunately I was mistaken. When we landed in London I waited for my suitcases. I had two fairly large ones; one of them brown, the other grey. When the luggage arrived, I found my grey suitcase immediately but the brown one was not there. I asked airport employees and they checked it, but my suitcase was not on the airplane. They said, maybe it fell off the cart when they drove to the airplane in Hawaii.

It is easy to identify my suitcase as it has several stickers with landmarks of famous cities and a rather large name tag with my name, address and telephone number. It is very important for me as all the souvenirs I bought are inside. There are also five Hawaiian shirts with beautiful patterns that I bought as gifts for my family members.

I would appreciate if you checked with the airport in Hawaii and found out where my suitcase is. If you find it, please send it to my address. You can also call the number on the name tag to let me know that you have it.

I hope you can find the suitcase soon and send it to me.

Yours faithfully,

Jack Smith

(248 words)

Legtöbb kiadványunkhoz találsz beolvasót, mintafejezetet. <http://angolsuli.com/kiado/index2.html>

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