



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 holiday in Hawaii.

When we landed in London, I waited for my two suitcases. One of them was brown, the other grey. Unfortunately, the brown one did not arrive. I asked airport employees and they checked it, but my suitcase was not on the airplane. They said, maybe it was left 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.

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.

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

Yours faithfully,

Jack Smith

(154 words)

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