

祝贺信等五类书信怎么写（三）PDF转换可能丢失图片或格式，建议阅读原文

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投诉信1 结构要点：投诉信是对产品或服务表示不满的信件，一般分三个部分：1. 提出投诉内容；2. 说明具体情况；3. 提出解决办法。

Directions 15 Suppose that you ordered a television but later found that it has worrying problems. Write a letter of complaint to describe the matter and require settlement. Do not sign your own name at the end of your letter, using “Li Ming” instead. Sample: Dear Sir

, The television I ordered from your store arrived on time last Friday, but only three days later I found it could not work properly. On Tuesday evening, when I turned on the television, I was surprised to find that it became a blackandwhite televisionall of the other colors were simply gone. What made matters worse, the remote control was also out of order. I dialed your service number for several times, but the line was always busy. This problem has affected our normal life. Can you get it repaired as soon as possible?

Thank you for your consideration. I am looking forward to your early reply. Yours faithfully, Li Ming 投诉信2 语言注意点：投诉信应重点表明投诉的原因，叙事应客观、准确、简洁。最后提出的解决方法应切实可行。在表达自己的不满时，语言要把握分寸，不失风度。

Directions 16 Write a letter to complain about an unhappy experience in about 100 words to describe the matter and ask for the mistake to be corrected. Do not sign your own name at the end of your letter, using “Li Ming” instead. Sample

: Dear Sir , I am writing to you about a most unhappy experience. Last Tuesday morning , we took a longroute bus of your company from Dukou to Lijiang. The bus was scheduled to arrive in Lijiang at 7 oclock in the evening , but it stopped midway at four p.m. for mechanical problems. The driver and the ticket seller could neither solve the problem by themselves nor seek help from others. Where we stopped was nowhere near a village. Up until 8 oclock , another bus finally carried us to a shabby rural motel. We had to pay for our accommodation. The room was too small and the quilt was so dirty. To our surprise , when we just managed to sleep at around 2 a.m. , the driver came to wake us upthe bus had been fixed ! I suggest that you look into this matter immediately and deal with it quickly and properly. Looking forward to your reply. Yours , Li Ming 100Test
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