

Sample answer (TASK 1)

Test-607 (G)

You should write at least 150 words.

You do **NOT** need to write any addresses. Begin your letter as follows:

Dear Mr. Smith,

I have received your letter of complaint regarding poor service from a member of staff at my restaurant, The Seaside Inn.

I would like to use this opportunity to express my sincere apology for this embarrassing and rare occurrence at my restaurant. The member of staff responsible for your inconvenience has been removed from the list of waiters and is now working in the kitchen department, where contact with guests is unlikely. He has also undergone training to improve his attitude. The current staff have also undergone training again to avoid similar events in the future.

As a gesture of goodwill and as means of compensation, I would like to offer you a free meal for four people at my restaurant. You may use the enclosed voucher at any time and for any meal.

I hope to welcome you again as a guest at my restaurant! Yours sincerely,

Katherine Hitchwell

Manager of The Seaside Inn