

Sample answer (TASK 1)

Test-608 (G)

You should write at least 150 words. You do **NOT** need to write any addresses. Begin your letter as follows:

Dear Sir / Madam,

I am a regular customer at Nelly's supermarket and have never experienced a lack of quality in your products. However, last week, I made a rather disappointing purchase at your store that I would like to complain about.

Last Friday, I purchased a series of products that proved to be very unacceptable in quality and condition. Firstly, a bag of mandarins were completely covered in mould. I could not see this when I was at the supermarket, as the bag was covered in advertisements and the mandarins were not visible. Furthermore, I bought three pineapples, two of which had worms in the middle when I cut them open at home. Lastly, two sets of Vanilla Yoghurt were also three weeks past their sell-by date. This did not actually cause a problem as they were still in a good condition, but I noticed this as I began to inspect everything after having detected the damaged mandarins and pineapples.

I made these purchases on Friday the 12th of October, at around 3 p.m. in the afternoon and I would now like to know what you intend to do about this problem. Is there a possible refund or other means of compensation?

Regards,

John Bloomsrock