

**SOLUTIONS UPPER-INTERMEDIATE 2**

**UNIT 4:**

**HOLIDAYS AND TOURISM**

**MOVIE**

**4H**

Writing

## A letter of complaint

*I can write a formal letter of complaint.*

### Preparation

1 Rewrite the sentences in more formal language. Use the correct form of the words in brackets.

1 I got the booking information from you. (receive)

\_\_\_\_\_

2 Your company didn't say sorry. (offer / no apology)

\_\_\_\_\_

3 I really think you are to blame. (feel strongly / at fault)

\_\_\_\_\_

4 I think your online system should be looked at. (believe / review)

\_\_\_\_\_

5 I don't want other people to have the same problems that I had. (be inconvenienced / I was)

\_\_\_\_\_

6 Further problems will happen. (arise)

\_\_\_\_\_

**2 Read the task and the letter below. What three things does the writer suggest?**

You had a very poor train journey recently. You were rather dissatisfied with the experience. Write a letter to the train company saying why you are unhappy and suggest ways in which the service could be improved.

Dear Sir or Madam

I am writing to complain about my train journey with Great Eastern on Sunday 20 July.

I booked a return ticket, reserved seats through your website and received confirmation of the booking. However, when I boarded the train, my seat was already occupied by someone with the same reservation. I therefore had to stand for 45 minutes. To make matters worse, there was a delay in the departure of the train, but we were given no information about this. We were held up for 35 minutes, which resulted in me missing my connection and losing my second seat reservation. I therefore waited for the next train. However, the air conditioning was not functioning in this train, and it was a very hot three-hour journey. There was no apology at any point.

I feel strongly that I deserve compensation for this deeply unsatisfactory journey. Firstly, I suggest that your online booking system be reviewed, as there are clearly problems. Secondly, there should be more information and help for passengers when problems occur. Finally, I request that there be bottled water available in extremely hot conditions.

I am applying for a refund for my journey. I look forward to hearing from you.

Yours faithfully

Simon Harding

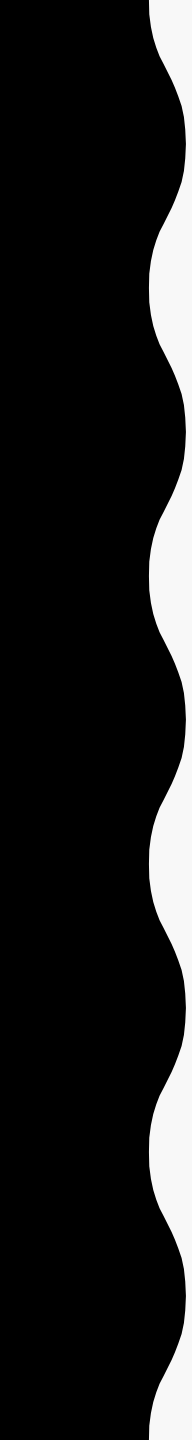
## **Writing Strategy**

When you write a formal letter:

- 1 Divide your letter into paragraphs.
- 2 In the introduction, explain why you are writing. At the end, tell the reader what you would like them to do.
- 3 Use formal language and avoid contractions and abbreviations.
- 4 Use the appropriate phrases to start and finish your letter, depending on whether you know the recipient by name.

*Dear Sir or Madam* → *Yours faithfully*

*Dear Mr Black / Ms White, etc.* → *Yours sincerely*



3 Find two examples of the subjunctive form in the letter.

**4 Rewrite the requests and demands using the subjunctive and the words in brackets.**

1 I think you should review the booking procedure. (suggest)

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2 I think you should announce delays. (recommend)

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3 I think you should delay your decision. (propose)

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4 I want my ticket to be refunded. (demand)

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## Writing Guide

On a recent holiday, you and a group of friends went on a sightseeing bus tour. You were very dissatisfied with the experience. Write a letter to the company saying why you are unhappy and suggest ways in which the tour might be improved.

- 5 Read the task above and make notes about what you will complain about. Use the ideas below or your own ideas.**

itinerary missed out an important place

tour didn't run on time

tour guide was unenthusiastic / too quiet

no toilet on the bus

- 6 Write your letter of complaint.**

### CHECK YOUR WORK



Have you ...

- organised your letter in paragraphs?
- started and finished the letter appropriately?
- avoided contractions and informal language?



**WHAT ARE THE  
BEST WAYS THAT A  
COUNTRY CAN  
GROW UP THE  
ECONOMY?**













**WHAT ELEMENTS  
MAY ATTRACT YOU  
TO VISIT A NEW  
PLACE?**















# INDIGENOUS





# 4

## The native cultures of Australia and New Zealand

### Before you watch

- 1 **SPEAKING** Work in pairs. Answer the questions.
  - 1 What do you know about Australia and New Zealand?
  - 2 What famous sights are there in Australia and New Zealand?
  - 3 What languages do they speak there? Do you know why?











## Comprehension check

- 2**  Watch the DVD clip. Choose the correct answers.
- 1 When was Australia discovered?  
a 1717      b 1770      c 1970
  - 2 Who was the first European in New Zealand?  
a Abel Tasman      b Captain Cook      c Captain Zeeland
  - 3 Who have lived in Australia for thousands of years?  
a the Maoris      b the Europeans      c the Aborigines

**3**  Watch again. Tick the types of holiday that you see.

**a** a city break

**b** a cruise on a lake

**c** a cycling holiday


**d** a beach holiday

**e** an adventure holiday

**f** a winter sports holiday

**g** backpacking

**h** a camping holiday

**4**  **Watch again. Put the events (A–F) in the table next to the date when they happened.**

- A Captain James Cook discovered Australia.
- B Over 7 million tourists visited Australia.
- C Aboriginal Australians settled in Australia.
- D Maoris first arrived in New Zealand.
- E Europeans began settling in New Zealand.
- F New Zealand became a British colony.

60,000 years ago	1
800 years ago	2
1642	Abel Tasman sailed along the coast of New Zealand.
1770	3
19th century	4
1840	5
1901	Australia became part of the British Empire.
2015	6

## Round up

5 **SPEAKING** Work in groups. Answer the question.

Would you like to visit Australia or New Zealand one day? Why? / Why not?



## Vocabulary

6 **RECYCLE** Choose the correct verbs.

- 1 Ellie and Sam are going to **pamper** / **broaden** themselves at a luxury hotel in Sydney next week.
- 2 When I go to New Zealand, I want to **go off** / **enjoy** the beaten track.
- 3 Did you **try** / **stay in** campsites or youth hostels when you went backpacking in New Zealand?
- 4 I think it's really important to **enjoy** / **broaden** your horizons and travel when you're young.
- 5 Don't forget to **try** / **take** the local fish dishes when you go to north Australia.
- 6 We really **enjoyed** / **got away** the views from our balcony over the Sydney Harbour.

**7** Complete the text with the words below.

colonies    customs    explorers    indigenous    settlers

## The origins of the USA

For thousands of years, several different groups of <sup>1</sup>\_\_\_\_\_ people lived on the continent of North America following their traditional <sup>2</sup>\_\_\_\_\_. But from the early 16th century, European <sup>3</sup>\_\_\_\_\_ set sail in ships looking for new places in North America, and in 1565 the Spanish founded a small settlement in what is now Florida. In 1607, English <sup>4</sup>\_\_\_\_\_ established Jamestown, Virginia, and began growing tobacco. Throughout the 17th century many more English people settled in North America, and soon there were English <sup>5</sup>\_\_\_\_\_ throughout the country.

## Extension

- 8** Work in groups. You are planning a backpacking holiday in Australia or New Zealand. Do some research on the following topics for both countries. Make a presentation saying which country you would prefer to travel around and why. Include the following:
- the sights
  - adventure holidays
  - the local food
  - how to get around
- 9** Give your presentation to the class. Use the key phrases for making a selection.

### Making a selection

We think we'll choose ... mainly because ...

We're opting for ... and that's because ...

The best option would be ... because ...

We wouldn't go for ... basically because ...

The reason we're not choosing ... is that ...

**ASSIGNMENT:  
WORKBOOK  
REVIEW UNIT 4**

**DEADLINE: SATURDAY**