

1 Teachers sometimes use these symbols when correcting written work. Correct the mistakes in these sentences.

- 1 I <sup>∧</sup> born in 1991 in <sup>WW</sup> one small town in Mexico.
- 2 My father is <sup>∧</sup> diplomat, so <sup>WO</sup> my all life I <sup>T</sup> live in <sup>Gr</sup> different countries.
- 3 After the school, I went <sup>WO</sup> for four years in <sup>Prep</sup> a <sup>Sp</sup> busyness college.
- 4 I <sup>T</sup> married <sup>Prep</sup> since five years. I <sup>WW</sup> knew my wife while I was a student.
- 5 My town <sup>P</sup> isnt as exciting <sup>WW</sup> than London. <sup>∧</sup> Is very <sup>Sp</sup> quite <sup>Prep</sup> at the evening.
- 6 I <sup>T</sup> learn English for five years. I <sup>T</sup> start when I <sup>WW</sup> had eleven <sup>Gr</sup> years.
- 7 My father <sup>Gr</sup> wants that I work in a bank <sup>Sp</sup> becaus <sup>∧</sup> is a good <sup>WW</sup> work.
- 8 I <sup>T</sup> do <sup>Gr</sup> a evening course in English. I enjoy <sup>WO</sup> very much <sup>Gr</sup> to learn languages.

WW	Wrong word
Sp	Spelling
T	Tense
Gr	Grammar
∧	Word missing
P	Punctuation
Prep	Preposition
WO	Word Order
—	This word isn't necessary

2 Read the letter. Answer the questions.

- 1 Where was the letter written?
- 2 Who is the guest? Who is the host?
- 3 Which city is described? What is it like?
- 4 What season is it?

3 Work with a partner. Find the mistakes and put the symbols on the letter. Then correct the mistakes. The first line has been done to help you.

4 Write a letter (about 250 words).

Either ...

You are going to stay with a family in an English-speaking country.

Or ...

An English-speaking guest is coming to stay with you.

Give some information about yourself – your family, interests, school, your town.

Check your work carefully for mistakes!

Avenida Campinas, 361 ap. 45  
01238 São Paulo Brasil  
December 23

Dear James,

Thank you <sup>T</sup> <sup>Gr</sup> <sup>T</sup> ∧ your letter. I receive it the last week. Sorry I no reply you before, but I've been very busy. The holidays are soon, and everyone are very exciting!

In two weeks I am with you in California. I can no belief it! I looking forward meet you and your family very much. I'm sure we will like us very well.

My city, São Paulo, is biggest and noisest city in Brasil. Is not really for tourist. Is a center commercial. Also it have very much pollution and traffic. But there is lot of things to do. I like very much listen music. There are lots of places with music who stay open all night!

My friend went in Los Angeles last year, and he has seen a basketball game at the Staples Center. He said me was wonderful. I like to do that also.

My plane arrive to LAX at 6:30 a.m. in January 3. Is very kind you meet me so early morning.

I hope very much improve my english during I am with you! See you soon and happy New Year!

**Fernando**





## UNIT 2 WRITING A FORMAL LETTER OR EMAIL – A letter of complaint

- 1 In each statement choose what is applicable in FORMAL writing.
- 1 You can open with: Dear Ben, / Dear Mr. Smith, / Dear Sir/Madam, / Hi Bob, / Dear Ms. Jones,.
  - 2 You can close with: Sincerely, / Sincerely yours, / Take care, / Love, / Best wishes, / Best,.
  - 3 In very formal letters, you shouldn't use: I'm / We cannot / I won't / I would like / they're / we did not.
  - 4 You can sign with: your first name / just your last name / your full name.
  - 5 You can introduce your topic with: Just a note to say ... / I'm writing to express my ...
  - 6 You can make a request with: Can you ...? / I'd be grateful if you could ... / Would it be possible for you to ...
  - 7 In an email: Attached please find ... / I've attached ...
  - 8 In a letter: I've also sent you ... / Enclosed please find ...
  - 9 You can end with: I look forward to hearing from you at your earliest convenience. / Looking forward to seeing you soon.

- 2 Which of these adjectives would you expect to find in a letter of complaint?

dismayed	delighted	appalled	distressed
thrilled	disappointed	pleased	upset
satisfied	shocked	disgusted	overjoyed

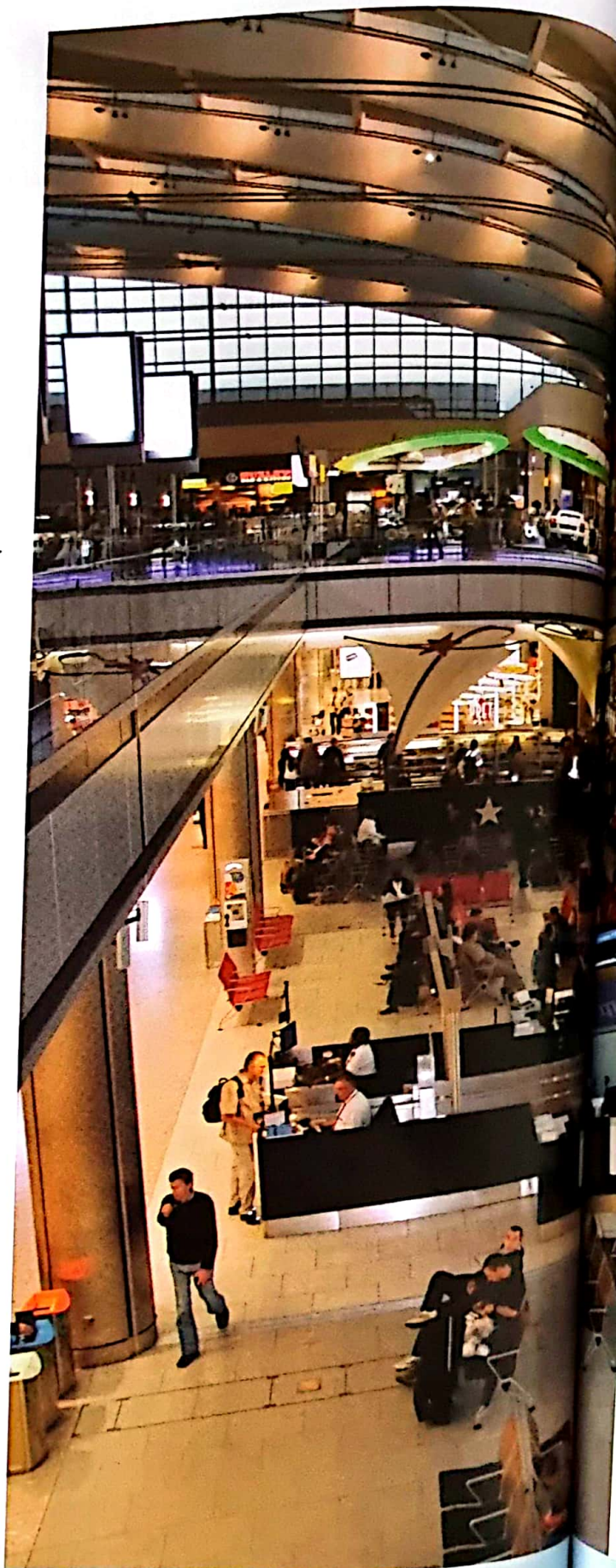
- 3 Read the letter of complaint to an airline and answer the questions.

- 1 Where had the family been on vacation?
- 2 Who wasn't feeling well?
- 3 Why couldn't the family travel home together?
- 4 Which members of the family traveled back to O'Hare? Which to Midway? Why?

- 4 How are the more informal lines below expressed in the letter?

- because your airline didn't do the right thing
- [Tom] felt a little sick
- We adults weren't very worried
- We told her what had happened
- the plane wouldn't leave until we got off
- The news really upset us
- we felt better when they offered
- I want you to tell us exactly why we weren't helped

- 5 Discuss and make a list as a class of some situations you could complain about. Choose one and write a letter or email of complaint.





Customer Services  
 QFly Airways  
 PO Box 611  
 Slough  
 SL5 1NP

990 Madison Street  
 Oak Park, Illinois  
 60302

March 3

BOOKING REFERENCE: 4YFHTT (Travis and Rebecca Bronson)

Dear Sir or Madam:

I am writing to complain about a most distressing travel experience, which we believe was the direct result of your airline's mishandling of the situation.

Our family group of six were due to return from the vacation of a lifetime, departing Antigua for Chicago O'Hare, on flight QF 5612 at 7:40 p.m. on February 26th. Our son, Tom (7), having spent too long in the sun, was feeling a little unwell in the departure lounge. None of the adults present were overly concerned about his condition. Upon entering the aircraft, a member of the crew asked if our son was all right. We explained the situation and went to take our seats. The crew member returned with a thermometer and took my son's temperature. She said that it was 100.2°F (the normal body range is between 97°F and 100°F.) She left and we settled in our seats. My son was already feeling much better.

A few minutes later, she returned to say that she had contacted paramedics and since my son's temperature was above normal, we would have to leave the aircraft in the event he got sick during the flight. We were incredulous, pointing out that our son now felt fine. However, we were told that a series of events had been set in motion, which meant that the aircraft would not depart until we disembarked. This news caused great distress to my entire family, especially my son, and his four-year-old sister. However, we were reassured by the offer of guaranteed seats on the flight the following evening. In the end we disembarked, leaving our daughter with her grandparents.

We were taken to a hospital, where we spent three hours and \$550 to get a letter stating that my son was safe to fly. We were shocked and dismayed to hear the doctor's disbelief that our son had been asked to leave the flight.

To add insult to injury, the next day there were no guaranteed seats. Due to the continuing distress of our children and pressing work engagements, we could not risk waiting for standby seats. Fortunately Delta Airlines came to our rescue, offering us flights to Midway that day via New York, JFK. Flights that cost \$3,300.

In conclusion, I would ask you to provide a detailed explanation of your airline's lack of assistance and that you not only refund the expenses incurred, but also pay us compensation for the distress caused.

I enclose a letter from the doctor who examined my son and a detailed breakdown of all our expenses with receipts. I look forward to your swift reply.

Sincerely yours,

**Travis Bronson**

Travis Bronson

Email: tbronson@ymail.com

Cell phone: 303-555-3445.





- 1 Have you ever been in a dangerous situation? Write some notes about what happened, where and when it happened, and who you were with. Discuss your notes with a partner and compare the situations.
- 2 Rewrite the sentences using the adverbs or adverbial phrases in parentheses. Sometimes they can be put in more than one place in the line.

**My skiing disaster**

- 1 I used to go skiing. (*in winter, frequently*)
- 2 I enjoyed going to Colorado. (*with my family, especially*)
- 3 I had a bad accident. (*two years ago, then, really*)
- 4 I skied into a tree. (*headfirst*)
- 5 I broke my leg. (*in three places, unfortunately*)
- 6 I'd like to go skiing again. (*definitely, one day*)
- 7 But I don't feel confident. (*yet, enough*)
- 8 My family goes skiing. (*however, still, every February*)

Read the completed story aloud with your partner.

- 3 Read through the story of two mountain climbers, Rachel Kelsey and Jeremy Colenso. Where were they? What went wrong? How were they saved? What does the text message mean?
- 4 Place the adverbs on the right of the story in the correct place in the same line (sometimes more than one place is possible). Add punctuation where necessary.
- 5 What background information are you given in the article? When does the actual story of what happened start?
- 6 Using the notes you made earlier, write the story of your dangerous experience (about 250 words).
  - Begin with background information.
  - Describe the events in the order they happened.
  - Make sure you use plenty of adverbs to describe people's feelings and actions.

Share your stories as a class, reading some of them aloud.

## Texting to the rescue

On a mid-September day, climbers Rachel Kelsey and Jeremy Colenso were climbing in the Swiss Alps.

They were both experienced climbers. They left their base camp and the weather was good. They reached the summit, but as they started the climb down, an electric storm struck the mountain. Snow began to fall, making it difficult to see where they could put their hands and feet on the rock. After several frightening minutes, they found a narrow ledge and climbed onto it, hoping the snow would stop and they could continue their descent.

The snow did not stop and the temperature dropped to -10°C. "We had to stay awake," said Rachel, "because it was so cold that we would have died. So we told stories and rubbed our fingers and toes to keep them warm."

They decided that they had to get help. But what could they do? Rachel had brought her cell phone with her, but the only contact numbers she had were from her hometown, hours away. She sent a text message at 1:30 a.m. to get help. She sent the same text to five friends from home. It read: "Need heli rescue off north ridge of Piz Badile, Switz." They were all asleep, so nothing happened. At 5:00 a.m., one friend, Avery Cunliffe, got the message. He jumped into action, called the rescue services in Switzerland, and called Rachel to tell her that help was coming.

The weather was too bad for the helicopters to operate, but Avery kept sending text messages to the climbers. At about 10:00 p.m. they were lifted off the mountain. "We owe our lives to Avery," they said when they were back at the base camp.

several years ago  
high / with great confidence

relatively  
easily  
suddenly / heavily / extremely  
safely  
gratefully / desperately

however / dangerously  
afterward / undoubtedly  
continuously

eventually / possibly / fortunately  
unfortunately  
in fact  
urgently  
for hours / then  
immediately  
then

for the next 24 hours

finally  
safely  
exhaustedly

