

3 The Avenue
Woodgreen
7.10.02

Dear Customer Services,

Your train service is awful. I was really late for my plane so you should give me my money back.

We could have had more information. We didn't really know what was happening. You should have newer trains and then they wouldn't break down. I was very upset and I think you should do better.

My ticket is with this letter. Please send me a cheque for the fare.

Yours sincerely
Joe Jones

Customer Services
Coastrail PLC
Woodford
WF3 2MT

3 The Avenue
Woodgreen
7.10.02

Dear Sir or Madam,

On Friday 4 October 2002, I travelled on the 09.36 from Woodgreen to Gatwick. The train was due to arrive in Gatwick at 11.00 but was an hour and twenty minutes late on arrival due to the train's engine failing. We had to wait for the arrival of another engine to push us into the next station, where we had to change onto another train.

As a consequence of this late arrival, I was late for my flight check-in and was only allowed onto the plane thanks to the cooperation of the airline staff. Needless to say I was made very distressed and anxious by this failure of your service. The anxiety was made worse by the lack of information we were given by your train staff.

I understand that the engine that failed dates from the 1960s. In spite of maintenance programmes, such old rolling stock must be unreliable. I am very surprised that your company continues to use such old equipment. I think it increases your responsibility for the delay.

I am enclosing my ticket for the journey. I expect a full refund of the fare and some monetary compensation for the inconvenience and anxiety I suffered as a result of your inadequate service. I shall expect your cheque within fourteen days of this letter.

Yours faithfully

J. M. Jones

What sub-heading could you give to each paragraph?

Para 1	
Para 2	
Para 3	
Para 4	

Create a word bank of all the good vocabulary you could use from this letter in another letter.