



ANSWER KEY

## Writing — B2

*Formal Letter — Complaint to a hotel manager about a poor stay*

165 words

### Writing Task

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#### ASSESSMENT CRITERIA

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##### **Content (5 marks)**

Develops all the required points fully and appropriately with relevant supporting detail and examples.

##### **Communicative Achievement (5 marks)**

Achieves the purpose of the letter by using an appropriate formal register throughout and holding the reader's attention with a clear structure.

##### **Organisation (5 marks)**

Is well-organised with a clear overall progression, well-linked paragraphs and appropriate linking devices.

##### **Language (5 marks)**

Uses a range of vocabulary and structures with some flexibility and accuracy appropriate to the task.

## MODEL ANSWER

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Dear Sir/Madam,

I am writing to complain about my stay at the Grand Plaza Hotel from 5th to 10th August, during which I attended a business conference in London.

Firstly, the room was not cleaned properly; there was dust on surfaces and the bathroom had mould, which is unacceptable for a hotel of your standard. Secondly, the air conditioning was faulty, making the room uncomfortably hot, especially at night when I needed to rest. Moreover, persistent noise from nearby construction work prevented me from sleeping well, despite my complaints to reception, where staff were rude and unhelpful.

These issues greatly affected my productivity at the conference and left me exhausted.

I request a full refund of £250 or equivalent compensation. I expect a prompt response.

Yours faithfully,

Elena Rossi

(142 words)

*(131 words)*