IB ENGLISH B TEXT TYPES

STUDENT WORKBOOK

FREEBIE

How to Write

A FORMAL LETTER OF COMPLAINT

A Contented Being Resource

Contented Being
IB English B Resources

A note to teachers and students.

This workbook was created by an experienced teacher and professional writer who has taught IB English B for over ten years. He has written each mentor text in this series of workbooks without the use of any artificial intelligence writing software, websites, apps, or programmes, but he does confess to having used Grammarly to help the proofreading process.

Each workbook aims to enable students to write a selected text type without the aid of any artificial intelligence writing software, websites, apps, or programmes.

Accordingly, students are required to their write responses and planning notes directly onto the pages of this workbook and to use separate lined paper (provided by teachers) to handwrite the first draft of their text. This is to ensure the authenticity of their final submission.

The workbook is based around a MENTOR TEXT (an exemplar text). Although some of the activities have been differentiated for SL students, the mentor text uses the IB English B HL word count: 450-600 words. Teachers and students can use this workbook to analyse structure, punctuation, vocabulary, meaning, and style through a series of tasks. These are found in Part 1.

Part 2 then invites students to engage in a mini-research project, to write their planning on the Planning page, and to use the Writing Process page to help with their handwritten first draft.

Using the Checklist pages and the helpful advice contained therein, students are encouraged to self-assess their first draft before writing their final version.

The entire writing process, from understanding and using a mentor text, to researching, thinking about, planning, and redrafting is therefore completely visible and should provide students with enough practice to confidently write about each text type in their examinations.

The mentor text, research tasks and writing opportunities support the topic of

EATING OUT

which can be studied as part of the

EXPERIENCES

theme.

PART ONE

TEACHING / LEARNING ACTIVITIES

1. Start with the Jumbled Text Starter document. It can be printed as A3 and the separate segments can be cut out for students in a group to manipulate into the correct order.

Or it can be printed as A4 and students can (in pairs) number the segments and then come together in groups to agree on the order.

2. Read the stimulus prompt (page 5) and justify why a LETTER OF COMPLAINT is the best text type to select.

3. Read the **MENTOR TEX**T and compare the structure with other student responses to the Jumbled Text Starter.

4. To help you gain a deeper understanding of the Mentor Text, there are 5 **ANALYSIS Tasks**.

- Comprehension Questions
- Identifying Features
- Punctuation Focus
- Vocabulary Inspection
- Paragraph Development

These tasks can be completed individually, or each can be done by a different group.

The aim, then, will be for each group to agree on the answers before sharing them with the rest of the class. The rest of the class needs to encourage each group to justify their responses before recording the answers in individual workbooks.

A FORMAL LETTER OF COMPLAINT about a negative restaurant experience has been jumbled up. Your task is to number the elements below in the order they would appear in the original text. Write your numbers on the dotted line.

……Miss B. Fan

……Second, we were not seated at the table we requested. As it was my mother's birthday, I wanted a table with a view of the river and the pretty lights along its banks. However, after a wait of nearly half an hour, we were led to a small table situated near the restrooms, with a constant stream of people walking past and absolutely no view at all. My objections were met with a mere shrug and a reminder that this was the best they could do given the circumstances. Furthermore, instead of replacing the tablecloth, your staff had simply rotated it slightly so that the previous customers' food and wine stains were partially obscured by the, admittedly, lovely table decorations. Because it was a special occasion, we were willing to overlook all of this, in anticipation of what would surely be a sumptuous meal. Again, our expectations were quashed.

……Yours most sincerely,

……ibfan@email.cm

……I was genuinely delighted to hear that you had recently opened a branch of your celebrated restaurant chain here in our town – particularly as I knew a meal there would be the perfect birthday gift for my mother, an ardent admirer of your television show, "The Coolest Cook". Anticipating its inevitable popularity, I made sure our reservation at your restaurant was made well in advance – one month in advance, to be precise.

……I am writing today to inform you that our experience at "The Coolest Cookhouse" fell far short of our expectations. The poor service, the unpleasant location of our table, and the over-seasoning of the meal left, if you will pardon the pun, a bad taste in our mouths.

……Dear Mr. Cook

……Both the starter and the main course were over-seasoned to the point where they were almost unpalatable: the seared scallop starter was extremely salty, and the chili-beef stew was overwhelmed by the taste of too much chili. My mother was absolutely perplexed: she has often followed, with great success, the recipes in the cookbook that accompanies your series, and wondered, upon leaving the restaurant, if we had been incorrectly served the failed attempts of a junior apprentice chef, rather than the dishes for which you are rightly renowned.

……I understand that there may have been teething problems, as there often are when beginning new ventures, but because of your significant reputation, we expected considerably more. I am not seeking a refund, simply your assurance that this will not happen again when next we visit. I trust that these issues will be addressed soon and look forward to your response.

……<u>RE: Not What We Expected</u>

……First, the attitude of the maître d' was not as welcoming as it should have been. As previously mentioned, our reservation was made a month in advance; however, upon arrival, we were rudely informed that, because we had not reconfirmed our booking two days before, (as per the request in your response email sent just after the reservation was made) our table had been given to somebody else. I have subsequently scoured that email repeatedly and nowhere does it mention our needing to 'reconfirm' the date of our arrival. In addition to his dismissive attitude, your maître d' is clearly unaware of the correct reservation procedures. May I politely suggest that he be better informed about such matters before dismissing the protestations of the customer so easily?

LETTER OF COMPLAINT: Prompt Task

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Read the following prompt and then respond to the questions about text selection.

PLEASE NOTE: The mentor text was written using the HL word limit.

A celebrity chef has recently opened a restaurant in your town/ city.

As your mother is a huge fan, you decided to treat her to a meal there. However, things did not go well, and both of you were not very satisfied with the experience at all. Write a text in which you firmly, but politely, express your disappointment about three things that occurred the night you went there to eat.

Use 450-600 words, and try to keep the tone as formal as possible.

A set of instructions	A blog entry	A letter of complaint

TEXT SELECTION

Answer these questions as briefly as possible.

Why is a **SET OF INSTRUCTIONS** not a suitable text type for the given prompt?

Why is **A BLOG ENTRY** not a suitable text type for the given prompt?

Why is a **LETTER OF COMPLAINT** the most suitable text type for the given prompt?

12 Tree Lane
Little Place
PO35 7CY
24 July 2023

The Coolest Cookhouse
17 Branch Avenue
Little Place
PO35 8CZ

Dear Mr. Cook

RE: Not What We Expected

1. I was genuinely delighted to hear that you had recently opened a branch of your celebrated restaurant chain here in our town – particularly as I knew a meal there would be the perfect birthday gift for my mother, an ardent admirer of your television show, "The Coolest Cook". Anticipating its inevitable popularity, I made sure our reservation at your restaurant was made well in advance – one month in advance, to be precise.

5. I am writing today to inform you that our experience at "The Coolest Cookhouse" fell far short of our expectations. The poor service, the unpleasant location of our table, and the over-seasoning of the meal left, if you will pardon the pun, a bad taste in our mouths.

8. First, the attitude of the maître d' was not as welcoming as it should have been. As previously mentioned, our reservation was made a month in advance; however, upon arrival, we were rudely informed that, because we had not reconfirmed our booking two days before, (as per the request in your response email sent just after the reservation was made) our table had been given to somebody else. I have subsequently scoured that email repeatedly and nowhere does it mention our needing to 'reconfirm' the date of our arrival. In addition to his dismissive attitude, your maître d' is clearly unaware of the correct reservation procedures. May I politely suggest that he be better informed about such matters before dismissing the protestations of the customer so easily?

15. Second, we were not seated at the table we requested. As it was my mother's birthday, I wanted a table with a view of the river and the pretty lights along its banks. However, after a wait of nearly half an hour, we were led to a small table situated near the restrooms, with a constant stream of people walking past and absolutely no view at all. My objections were met with a mere shrug and a reminder that this was the best they could do given the circumstances. Furthermore, instead of replacing the tablecloth, your staff had simply rotated it slightly so that the previous customers' food and wine stains were partially obscured by the, admittedly, lovely table decorations. Because it was a special occasion, we were willing to overlook all of this, in anticipation of what would surely be a sumptuous meal. Again, our expectations were quashed.

23. Both the starter and the main course were over-seasoned to the point where they were almost unpalatable: the seared scallop starter was extremely salty, and the chili-beef stew was overwhelmed by the taste of too much chili. My mother was absolutely perplexed: she has often followed, with great success, the recipes in the cookbook that accompanies your series, and wondered, upon leaving the restaurant, if we had been incorrectly served the failed attempts of a junior apprentice chef, rather than the dishes for which you are rightly renowned.

28. I understand that there may have been teething problems, as there often are when beginning new ventures, but because of your significant reputation, we expected considerably more. I am not seeking a refund, simply your assurance that this will not happen again when next we visit. I trust that these issues will be addressed soon and look forward to your response.

Yours most sincerely,

Miss B. Fan
ibfan@email.cm

ANALYSIS TASK 1: Comprehension Questions

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Answer the following questions as briefly as possible.

1. Why did Miss B. Fan reserve a table one month in advance as a birthday treat for her mother?

2. Why does she ask Mr Cook to pardon her pun 'left a bad taste in our mouths'?

3. What prompted Miss B. Fan to write the letter?

4. What reason did the maître d' give for not having a table for them despite their having booked one a month earlier?

5. Which four words indicate that Miss B. Fan never received any notification about having to reconfirm the booking?

6. To what does 'such matters' refer? (lines 13 and 14)

7. Why were Miss B. Fan and her mother prepared to overlook the fact that the tablecloth had not been replaced?

8. Why was the mother perplexed by the bad-tasting food?

9. To what does 'teething problems' refer?

10. Which phrase suggests they will visit the restaurant again?

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Label the features of this LETTER OF COMPLAINT using these terms.

REASONS FOR WRITING ***SALUTATION*** ***RECEIVER ADDRESS*** ***REASON 4 DEVELOPED*** ***SENDER ADDRESS + DATE***

SIGN OFF AND SENDER NAME ***REASON 2 DEVELOPED*** ***REFERENCE LINE*** ***REASON 1 DEVELOPED*** ***CONTEXT FOR WRITING*** ***REASON 3 DEVELOPED***

12 Tree Lane
Little Place
PO35 7CY
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The Coolest Cookhouse
17 Branch Avenue
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Dear Mr. Cook

RE: Not What We Expected

1. I was genuinely delighted to hear that you had recently opened a branch of your celebrated restaurant chain here in our town – particularly as I knew a meal there would be the perfect birthday gift for my m[illegible]r of your te[illegible]olest Cook". Anticipating its inevitable popularity, I made s[illegible]your restaur[illegible]dvance – one month in advance, to be precise.

5. I am writing today to inform you that our experience at "The Coolest Cookhouse" fell far short of our expectations. The poor service, the unpleasant location of our table, and the over-seasoning of the meal left, if you will pardon the pun, a bad taste in our mouths.

8. First, the attitude of the maître d' was not as welcoming as it should have been. As previously mentioned, our reservation was made a month in advance; however, upon a[illegible]ned that, because we had not reconfirmed our booking two days before, (as per the request in yo[illegible] just after the reservation was made) our table had been given to somebody else. I have subsequently scoured that email repeatedly and nowhere does it mention our needing to 'reconfirm' the date of our arrival. In addition to his dismissive attitude, your maître d' is clearly unaware of the correct reservation procedures. May I politely suggest that he be better informed about such matters before dismissing the protestations of the customer so easily?

15. Second, we were [illegible]we requested. As it was my mother's birthday, I wanted a table with a view of the river and the p[illegible]nks. However, after a wait of nearly half an hour, we were led to a small table situated near [illegible]onstant stream of people walking past and absolutely no view at all. My objections were met with a mere shrug and a reminder that this was the best they could do given the circumstances. Furthermore, instead of replacing the tablecloth, your staff had simply rotated it slightly so that the previous customers' food and wine stains were partially obscured by the, admittedly, lovely table decorations. Because it was a special occasion, we were willing to overlook all of this, in anticipation of what would surely be a sumptuous meal. Again, our expectations were quashed.

23. Both the starter and the main course were over-seasoned to the point wh[illegible]unpalatable: the seared scallop starter was extremely salty, and the chili-beef stew was overwhe[illegible]o much chili. My mother was absolutely perplexed: she has often followed, with great succ[illegible] cookbook that accompanies your series, and wondered, upon leaving the restaurant, if we had been incorrectly served the failed attempts of a junior apprentice chef, rather than the dishes for which you are rightly renowned.

28. I understand that there may have been teething problems, as there often are when beginning new ventures, but because of your significant reputation, we expected considerably more. I[illegible]und, simply your assurance that this will not happen again when next we visit. I trust that [illegible]ed soon and look forward to your response.

Yours most sincerely,

Miss B. Fan
ibfan@email.cm

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Circle the correct response.

1. What the purpose of the comma in line 2?
   a) to mark a greeting b) to show apposition c) to show extra info

2. What is the function of the SECOND comma in line 3 ?
   a) to separate items b) to mark introductory phrase c) to emphasise words

3. What is the function of the dash in line 4?
   a) to emphasise what follows b) to build suspense c) to add extra information

What is the function of the semi-colon and comma in line 9?
   a) to mark a conjunctive adverb b) to show a break c) to emphasise

4. What is the function of the commas in line 12?
   a) to set off extra info b) to create intrigue c) to mark an introductory phrase

5. What is the function of the apostrophe in line 15?
   a) to show possession b) to show omission c) to show plural

6. What is the function of the commas in line 16?
   a) to show sarcasm b) to build suspense c) to add extra information

7. What is the function of the colon in line 23?
   a) to introduce a list b) to provide a reason c) to intro an explanation

8. What is the function of the hyphen in line 24?
   a) to link ideas b) to show parenthesis c) to create a compound adjective

9. What is the function of the colon in line 25?
   a) to intro a list b) to provide a reason c) to introduce a quote

10. Why is 'I am' not contracted to 'I'm' in line 29?
   a) to maintain formality b) to show anger c) to show emphasis

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Circle the correct response.

1. What is word closest in meaning to 'celebrated'? (line 1)
   a) acclaimed **b) famous** **c) award-winning**

2. What is a synonym for 'ardent' (line 2?)
   a) excited **b) genuine** **c) passionate**

3. Which word/s can suitably replace 'anticipating' in line 3?
   a) waiting **b) expecting** **c) knowing**

4. Which word means the same as 'precise' ? (line 4)
   a) exact **b) honest** **c) definite**

5. What is the meaning of 'fell far short of'? (line 5)
   a) did not meet **b) fell to the ground** **c) disappointed**

6. Which word/s can suitably replace 'rudely' in line 9?
   a) loudly **b) crudely** **c) impolitely**

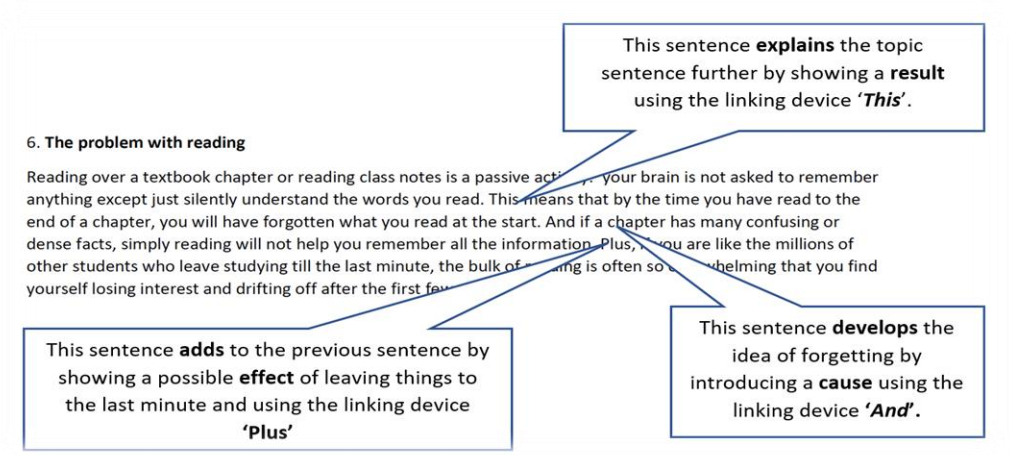
7. What is the antonym of 'suggest? (line 13)
   a) say **b) demand** **c) recommend**

8. What is the antonym of 'mere' ? (line 19)
   a) more **b) slight** **c) emphatic**

9. What is the meaning of 'renowned' ? (line 27)
   a) know again **b) famous for** **c) strange**

10. What is the meaning of 'teething? (line 28)
   a) start-up **b) glitches** **c) bugs**

Read an example of how the ideas in the topic sentence are developed in this paragraph.



Make notes to show how sentences 2 to 5 develop the ideas in sentence 1.

1. First, the attitude of the maître d' was not as welcoming as it should have been.
2. As previously mentioned, our reservation was made a month in advance; however, upon arrival, we were rudely informed that, because we had not reconfirmed our booking two days before, (as per the request in your response email sent just after the reservation was made) our table had been given to somebody else.
3. I have subsequently scoured that email repeatedly and nowhere does it mention our needing to 'reconfirm' the date of our arrival.
4. In addition to his dismissive attitude, your maître d' is clearly unaware of the correct reservation procedures.
5. May I politely suggest that he be better informed about such matters before dismissing the protestations of the customer so easily?

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PART TWO

Now it is your turn to write a LETTER OF COMPLAINT.

Please do the following tasks in order.

1. Read the prompt below. Please note, it does require your doing some research in order to complete the task.

2. Do Mini-Research Project 1. This is for you to consider a product to complain about.

3. Do Mini-Research Project 2. This will help you gather different ways to complain about things.

4. Using the MENTOR TEXT compile and organise the vocabulary in your own way. Then try to use the vocabulary in your writing task.

5. Attempt the SENTENCE FRAME activity and use the structures in your writing.

6. Use the LETTER OF COMPLAINT PLANNING page to jot down ideas for your first draft.

7. Use the WRITING PROCESS page to help you handwrite draft one on lined paper provided by your teacher. You can also use the CHECKLIST pages at this stage too.

8. Before writing your final draft, use the CHECKLIST pages to ensure you have answered YES to all the questions.

9. Apply the advice provided by the CHECKLIST Pages and write your final draft.

10. Submit your final draft to your teacher.

PROMPT:

You have recently bought something. However, the product did not live up to the claims it had made in the promotional material / advertisements for it.

Write a formal letter of complaint to the manufacturers in which you explain why you were disappointed with the product and suggest what could be done to rectify the matter. Address the letter: To Whom it May Concern, Complaints Department, PO BOX 123, Little Town, 4321

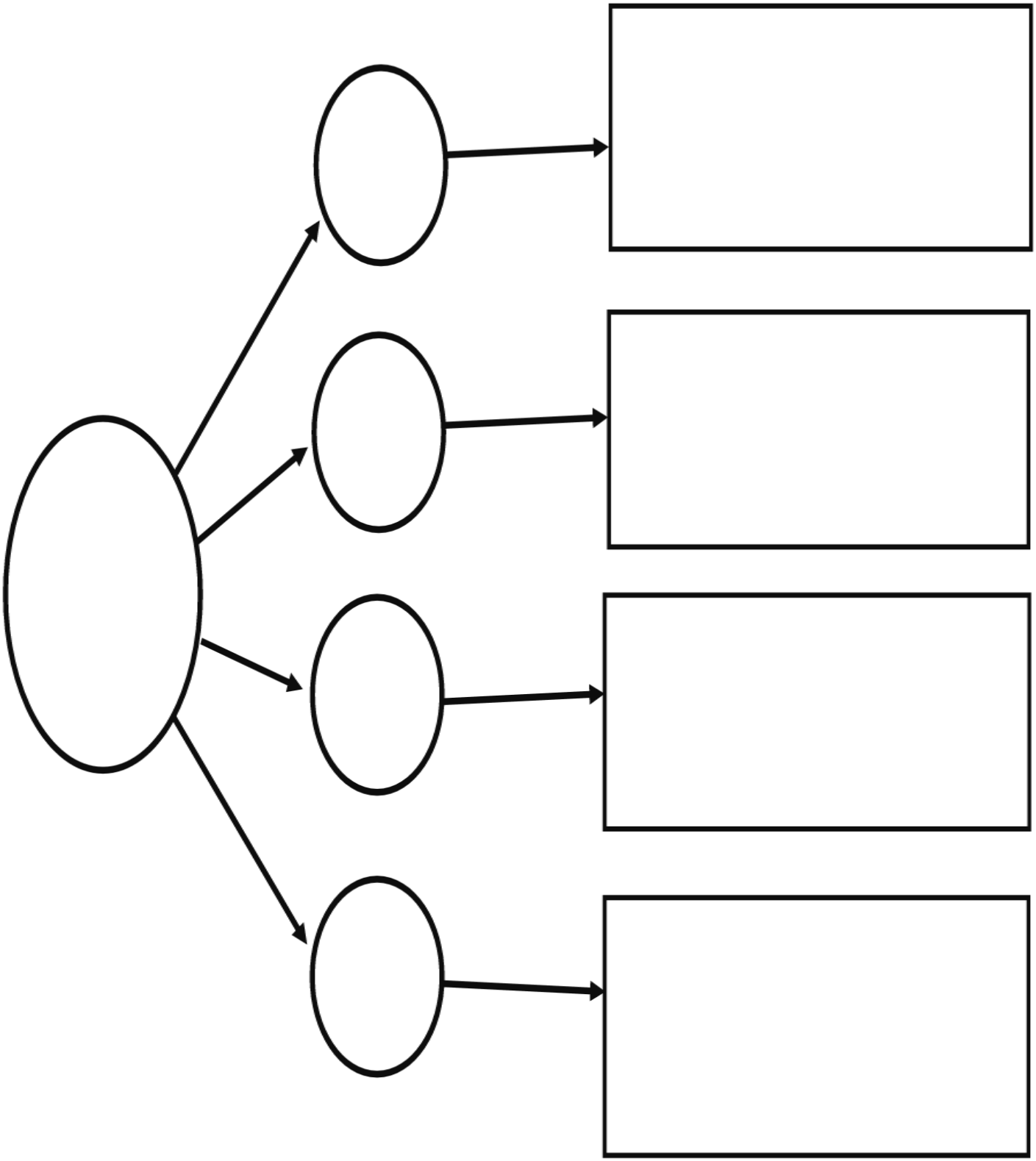
(250-400 words)

Think of a product you would really like to buy.
If necessary, use the internet to research the product in more detail. List 5 features of the product, and then brainstorm possible defects you discovered after having bought the product.

WHAT PRODUCT WOULD YOU LIKE TO BUY?	
POSITIVE PRODUCT FEATURES	**POSSIBLE PRODUCT DEFECTS**
1.	
2.	
3.	
4.	
5.	

Using the internet, research the topic: "ESL: how to complain phrases and words"
Make a list of ten expressions that can be used when writing a letter of complaint.

A LEXICAL SET is a string of words liked by a common theme / thread / idea.
In other words, a group of words that all have something in common grouped under one heading.
Turn this page so you see the single circle at the top and in it write the text type of this workbook.
Using the MENTOR TEXT, create 4 lexical sets of at least 5 words each, and give each set a heading/ title which you write in the smaller circles.



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How to create a sentence frame.
Read a sentence, then remove the replaceable terms.

The rise of Artificial Intelligence means that schools need to be rigorous regarding academic honesty.

Framed, it looks like this:

The rise of _____ means that _____ need to be _____ regarding _____.

Read the mentor text again. Identify between 5 and 8 sentences whose structures you can frame. Then write the corresponding FRAMES in the box below and try use them in your writing task.

LETTER OF COMPLAINT: Planning Page

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Using the questions below and your research, jot down notes to help your prepare.

What is the name of the product you are complaining about? Remember: it is a proper noun, so requires capital letter/s.
Why did you purchase the product?
What is the first feature that failed to meet your expectations? Use this frame: I expected _____, but _____. **What are you hoping the manufacturer will do about it?**
What is the second feature that failed to meet your expectations? Use this frame: I was hoping that/ for _____; however, _____ **What are you hoping the manufacturer will do about it?**
What is the third feature that failed to meet your expectations? Use this frame: I eagerly anticipated being able to _____; yet, _____ **What are you hoping the manufacturer will do about it?**

On a separate sheet of lined paper, please HANDWRITE your first draft using the following process.

1. Write a fictitious address in the top right side of the page. Include the date.

2. Leave a line open.

3. Write the address of the recipient on the left-hand side of the page.

4. Leave a line open.

5. If you do not know the name of the person to whom you are writing, write: To whom it may concern.

   If you do know the name, write Dear Mr. / Mrs. / Miss …

6. Leave a line open.

7. Write a RE: (reference) line and underline it. This is usually the name of the product/service you are complaining about.

8. Leave a line open.

9. Politely express the context for your writing the letter. Provide brief background information leading to the cause of your needing to write the letter.

10. Leave a line open.

11. Write your reason for writing the letter, outlining the 3 aspects you will be complaining about.

12. Leave a line open.

13. Now write a topic sentence about the first aspect of your complaint. Then add supporting details: an example, a description, extra relevant information. Ensure you link your ideas with suitable connectives. Suggest a change you would like to happen.

14. Leave a line open.

15. Now write a topic sentence about the 2nd aspect of your complaint. Then add supporting details: an example, a description, extra relevant information. Ensure you link your ideas with suitable connectives. Suggest a change you would like to happen.

16. Leave a line open.

17. Now write a topic sentence about the 3rd aspect of your complaint. Then add supporting details: an example, a description, extra relevant information. Ensure you link your ideas with suitable connectives. Suggest a change you would like to happen.

18. Leave a line open.

19. Thank the reader for their time and consideration and provide contact information if you wish them to respond to your letter.

20. After leaving a line open, close the letter formally with *Yours sincerely,* (if you addressed them by name earlier) or *Yours faithfully*, and beneath that sign your name.

LETTER OF COMPLAINT: 3-Body-Paragraph CHECKLIST

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Before submitting your final draft, use this CHECKLIST to self-assess draft 1

Question	Yes/ No	If NO, …
STRUCTURE AND DETAIL		
Have you written your address and date at the top right corner of the page?		Make up an address and align it to the right hand side of the page at the top. Include the date below.
Is there a line open?		Leave a line open. It makes things easier to read.
Have you written the address of the recipient of the letter, aligned to the left-hand side of the page?		If an address has been provided, use that one; if not, then make up one.
Is there a line open?		Leave a line open. It makes things easier to read.
Do you have a reference line?		Write RE: and the topic of your letter / complaint
Is there a line open?		Leave a line open. It makes things easier to read.
Have you included a salutation?		Write Dear + Name (if you know the name), or To Whom it May Concern (if you do not know the name) – or anything like: Dear Manager
Is there a line open?		Leave a line open. It makes things easier to read.
Have you provided a context for the LETTER OF COMPLAINT?		Why is this LETTER OF COMPLAINT happening? Tell them the background or context.
Have you provided a brief preview of the main points of your LETTER OF COMPLAINT?		Let the audience know what they can expect in your LETTER OF COMPLAINT. i.e. Tell them what you are going to tell them. *I am writing to complain about X, Y and Z.*
Is there a line open?		Leave a line open. It makes things easier to read.
Does your first main point start with a transition word/ sentence linking it to the previous paragraph?		Include a transition word or sentence linked to the ideas in the previous paragraph. e.g. *First, Therefore, So, In addition, Surprisingly, Then …*
Does body paragraph 1 have a topic sentence that restates the first point mentioned in your preview?		Add a topic sentence that restates the first aspect of your complaint. Try not to use exactly the same words.
Are the ideas mentioned in the topic sentence suitably developed?		Ensure that you develop your topic sentence with a relevant evidence, example, explanation, description or additional details.
Is there a sentence suggesting a way to resolve the issue?		If necessary, or relevant, suggest something that could be done to resolve the issue.
Is there cohesion within the paragraph with relevant linking words?		Use a range of cohesive devices to ensure your paragraph flows intelligently. Add linking words like *Also, Plus, In addition, Therefore, However, Despite, So, (etc).* You can also use linking phrases and clauses: *Because of this, As a general rule, This is something … As a matter of fact ..*
Is there a line open?		Leave a line open. It makes things easier to read.
Does body paragraph 2 start with a transition word/ sentence linking it to the previous paragraph?		Include a transition word or sentence linked to the ideas in the previous paragraph. e.g. *First, Therefore, So, In addition, Surprisingly, Then …*
Does body paragraph 2 have a topic sentence that restates the second point mentioned in your preview?		Add a topic sentence that restates the second aspect of your complaint. Try not to use exactly the same words.
Are the ideas mentioned in the topic sentence suitably developed?		Ensure that you develop your topic sentence with a relevant example, explanation, description or additional details.
Is there a sentence suggesting a way to resolve the issue?		If necessary, or relevant, suggest something that could be done to resolve the issue.
Is there cohesion within the paragraph with relevant linking words?		Use a range of cohesive devices to ensure your paragraph flows intelligently. Add linking words like *Also, Plus, In addition, Therefore, However, Despite, So, (etc).* You can also use linking phrases and clauses: *Because of this, As a general rule, This is something … As a matter of fact ..*
Is there a line open?		Leave a line open. It makes things easier to read.
Does body paragraph 3 start with a transition word/ sentence linking it to the previous paragraph?		Include a transition word or sentence linked to the ideas in the previous paragraph. e.g. *First, Therefore, So, In addition, Surprisingly, Then …*
Does body paragraph 3 have a topic sentence that restates the third point mentioned in your preview?		Add a topic sentence that restates the third aspect of your complaint. Try not to use exactly the same words.
Are the ideas mentioned in the topic sentence suitably developed?		Ensure that you develop your topic sentence with a relevant example, explanation, description or additional details.
Is there a sentence suggesting a way to resolve the issue?		If necessary, or relevant, suggest something that could be done to resolve the issue.
Is there cohesion within the paragraph with relevant linking words?		Use a range of cohesive devices to ensure your paragraph flows intelligently. Add linking words like *Also, Plus, In addition, Therefore, However, Despite, So, (etc).* You can also use linking phrases and clauses: *Because of this, As a general rule, This is something … As a matter of fact ..*
Is there a line open?		Leave a line open. It makes things easier to read.
Have you thanked your reader for their time and consideration? Do you have contact info should you wish them to respond?		Thank the reader for their time You can write your contact email telephone number here OR below your name after you have signed off.
Is there a line open?		Leave a line open. It makes things easier to read.
Have you signed off correctly? (One the left-hand side of the page.)		Write *Yours sincerely* if you mentioned the recipient by name in the salutation. If not, write, *Yours faithfully* and then sign your name below.

Question	Yes/ No	If NO, …
REGISTER		
Have you kept the register / tone formal?		• Ensure you have an audience address: *you, me, us, we.* • Avoid contractions: *don't, isn't, I'm.* • Avoid overuse of exclamation marks. Use minimally. • Avoid phrasal verbs: instead of *looked into* say *investigated* • Only use first person f you are sharing your opinion or experience. • Use sentence fragments sparingly and only for effect, e.g. *But it did not.* • Use more formal vocabulary, e.g. instead of *make sure,* use *ensure.* • Use appositives. Instead of Mr*. Smith, <u>who is a renowned expert</u>, will visit our campus …* write *Mr Smith, <u>a renowned expert</u>, will visit our campus.* • Use the passive voice: Instead of *They decided ..* write *It was decided that …* • Use nominalisation = turn verbs, adjectives into nouns: instead of *They investigated the cause,* say *The investigation into the cause …*
PUNCTUATION, VOCABULARY, SENTENCES		
Have you used a range of punctuation marks?		In addition to commas, question marks and exclamation marks, see if you can add/ include: • **Colons:** = to introduce a list or explanation. Make sure the sentence before the colon is a complete sentence. E.g. *<u>There are three reasons I passed my test</u>: I slept well, I ate well, and I concentrated in class.* • **Semi-colons**; = to indicate conjunctive adverbs (*; however,*) or to replace FANBOYS (for, and, nor, but, or, yet, so) between sentences (*I tried very hard; I failed.)* • **Dashes** – = to emphasise a word or idea after it. E.g., *The penalty for fighting is – jail.* Or as dramatic/ emphatic parenthesis: *My sister – the best friend I ever had – won an award.* • **Brackets ( ) =** to provide a definition or non-emphatic extra information: *Arachnophobia (a fear of spiders) is something which (thankfully) I do not suffer from.* • **Ellipsis …** = To show missing information. *What is the definition of …?* Or to show a dramatic pause for effect: *Eventually, all I could so was … give up.*
Do you have child-like vocabulary?		Avoid vocabulary that a 7-year-old would use: *got, very, nice, overuse of it.*
Do you have suitable/ relevant content-specific vocabulary?		Make sure that you have a range of vocabulary directly linked to your topic/ theme. For example, if you are writing a review about a restaurant, then you must include restaurant-related words: *reservation, table, cuisine, chef, waiter, atmosphere, taste, starter, main course*
Do you have a range of cohesive/ linking devices?		If possible, highlight all of your cohesive/ linking devices/ words. If you have repeated the same ones, find alternatives.
Have you used a range of sentence lengths?		Vary the length of your sentences. Use one or two short sentences following a longer sentence for emphasis / dramatic purposes: *Before I became a professional athlete, I was extremely unfit. I really was. Honestly.*
Have you used a range of sentence starters?		See if you can change some of your sentences so that they begin with these variations: • **Infinitive phrases**: *<u>To prove</u> that this is effective, …* • **Participial phrases**: *<u>Running</u> down the road, I …* • **Subordinate clauses***: <u>Because</u> the evidence is tainted, …* • **Preposition phrases**: *<u>In</u> just under two hours, you will …* • **Adjectives**: *<u>Intrigued</u>, I decided to …* • **Appositives:** *<u>An experienced climber</u>, Mr Smith knows the value of …*
Have you used an idiomatic expression for deliberate effect?		Use idioms sparingly. One or two are enough. You do not have to use regular idioms like *raining cats and dogs* – idiomatic expressions like *At the end of the day … / Hit the ground running* are also suitable. But not too many.

IB ENGLISH B TEXT TYPES

STUDENT WORKBOOK

ANSWER KEY

How to Write

FORMAL LETTER OF COMPLAINT

A Contented Being Resource

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Read the following prompt and then respond to the questions about text selection.

A celebrity chef has recently opened a restaurant in your town/ city.

As your mother is a huge fan, you decided to treat her to a meal there. However, things did not go well, and both of you were not very satisfied with the experience at all. Write a text in which you firmly, but politely, express your disappointment about three things that occurred the night you went there to eat.

Use 450-600 words, and try to keep the tone as formal as possible.

A set of instructions	A blog entry	A letter of complaint

TEXT SELECTION

Answer these questions as briefly as possible.

Why is a **SET OF INSTRUCTIONS** not a suitable text type for the given prompt?

The prompt does to ask you to provide a way of doing something that requires the features of an instructional text. It is asking you to respond to an experience and make suggestions for improvement.

Why is **A BLOG ENTRY** not a suitable text type for the given prompt?

Blogs are generally aimed at a wide audience, or a specialised audience and this prompt suggests that the audience be the owner of the restaurant.

Why is a **LETTER OF COMPLAINT** the most suitable text type for the given prompt?

It makes sense that you would write a letter of complaint to the celebrity chef as you responding to an experience at his restaurant and, as a fan, you wish to let him know what he can do to improve the experience for his customers.

Answer the following questions as briefly as possible.

1. Why did Miss B. Fan reserve a table one month in advance as a birthday treat for her mother?

She knew the restaurant would be very popular because if the celebrity chef.

2. Why does she ask Mr Cook to pardon her pun 'left a bad taste in our mouths'?

It is one of the most obvious puns to make given the situation.

3. What prompted Miss B. Fan to write the letter?

To complain about three aspects of her experience there: the service, the location of the table and the over-seasoning of the food.

4. What reason did the maître d' give for not having a table for them despite their having booked one a month earlier?

He said they had not reconfirmed their booking two days in advance.

5. Which four words indicate that Miss B. Fan never received any notification about having to reconfirm the booking?

scoured that email repeatedly

6. To what does 'such matters' refer? (lines 13 and 14)

The correct reservation procedures

7. Why were Miss B. Fan and her mother prepared to overlook the fact that the tablecloth had not been replaced?

They were anticipating eating excellent food which would forgive the previous shortcomings.

8. Why was the mother perplexed by the bad-tasting food?

She had followed the chef's recipes in his cookbooks and her dishes never turned out unpleasantly.

9. To what does 'teething problems' refer?

It refers to the fact that things often go wrong on opening nights of new ventures – but are soon addressed.

10. Which phrase suggests they will visit the restaurant again?

When next we visit.

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Label the features of this LETTER OF COMPLAINT using these terms.

REASONS FOR WRITING ***SALUTATION*** ***RECEIVER ADDRESS*** ***REASON 4 DEVELOPED*** ***SENDER ADDRESS + DATE***

SIGN OFF AND SENDER NAME ***REASON 2 DEVELOPED*** ***REFERENCE LINE*** ***REASON 1 DEVELOPED*** ***CONTEXT FOR WRITING***
REASON 3 DEVELOPED

SENDER ADDRESS + DATE

12 Tree Lane
Little Place
PO35 7CY
24 July 2023

RECEIVER ADDRESS

The Coolest Cookhouse
17 Branch Avenue
Little Place
PO35 8CZ

SALUTATION

Dear Mr. Cook

REFERENCE LINE

RE: Not What We Expected

1. I was genuinely delighted to hear that you had recently opened a branch of your celebrated restaurant chain here in our town – particularly as I knew a meal there would be the perfect birthday gift for my m[illegible]r of your te[illegible]olest Cook". Anticipating its inevitable popularity, I made s[illegible]your restaur[illegible]dvance – one month in advance, to be precise.

CONTEXT FOR WRITING

REASONS FOR WRITING

5. I am writing today to inform you that our experience at "The Coolest Cookhouse" fell far short of our expectations. The poor service, the unpleasant location of our table, and the over-seasoning of the meal left, if you will pardon the pun, a bad taste in our mouths.

8. First, the attitude of the maître d' was not as welcoming as it should have been. As previously mentioned, our reservation was made a month in advance; however, upon a[illegible]ned that, because we had not reconfirmed our booking two days before, (as per the request in yo[illegible] just after the reservation was made) our table had been given to somebody else. I have subsequently scoured that email repeatedly and nowhere does it mention our needing to 'reconfirm' the date of our arrival. In addition to his dismissive attitude, your maître d' is clearly unaware of the correct reservation procedures. May I politely suggest that he be better informed about such matters before dismissing the protestations of the customer so easily?

REASON 1 DEVELOPED

15. Second, we were [illegible]we requested. As it was my mother's birthday, I wanted a table with a view of the river and the p[illegible]nks. However, after a wait of nearly half an hour, we were led to a small table situated near [illegible]onstant stream of people walking past and absolutely no view at all. My objections were met with a mere shrug and a reminder that this was the best they could do given the circumstances. Furthermore, instead of replacing the tablecloth, your staff had simply rotated it slightly so that the previous customers' food and wine stains were partially obscured by the, admittedly, lovely table decorations. Because it was a special occasion, we were willing to overlook all of this, in anticipation of what would surely be a sumptuous meal. Again, our expectations were quashed.

REASON 2 DEVELOPED

23. Both the starter and the main course were over-seasoned to the point wh[illegible]unpalatable: the seared scallop starter was extremely salty, and the chili-beef stew was overwhe[illegible]o much chili. My mother was absolutely perplexed: she has often followed, with great succ[illegible] cookbook that accompanies your series, and wondered, upon leaving the restaurant, if we had been incorrectly served the failed attempts of a junior apprentice chef, rather than the dishes for which you are rightly renowned.

REASON 3 DEVELOPED

28. I understand that there may have been teething problems, as there often are when beginning new ventures, but because of your significant reputation, we expected considerably more. I[illegible]und, simply your assurance that this will not happen again when next we visit. I trust that [illegible]ed soon and look forward to your response.

CONCLUSION WITH REQUEST FOR RESPONSE.

Yours most sincerely,

Miss B. Fan
ibfan@email.cm

SIGN OFF + SENDER NAME

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Circle the correct response.

1. What the purpose of the comma in line 2?
   a) to mark a greeting **b) to show apposition** c) to show extra info

2. What is the function of the SECOND comma in line 3 ?
   a) to separate items **b) to mark introductory phrase** c) to emphasise words

3. What is the function of the dash in line 4?
   a) **to emphasise what follows** b) to build suspense c) to add extra information

What is the function of the semi-colon and comma in line 9?
   a) to mark a conjunctive adverb b) to show a break c) to emphasise

4. What is the function of the commas in line 12?
   a) to set off extra info b) to create intrigue **c) to mark an introductory phrase**

5. What is the function of the apostrophe in line 15*?*
   a) to show possession b) to show omission c) to show plural

6. What is the function of the commas in line 16?
   a) to show sarcasm b) to build suspense **c) to add extra information**

7. What is the function of the colon in line 23?
   a) to introduce a list b) to provide a reason **c) to intro an explanation**

8. What is the function of the hyphen in line 24*?*
   a) to link ideas b) to show parenthesis **c) to create a compound adjective**

9. What is the function of the colon in line 25*?*
   a) to intro a list **b) to provide a reason** c) to introduce a quote

10. Why is 'I am' not contracted to 'I'm' in line 29?
   a) to maintain formality b) to show anger c) to show emphasis

Circle the correct response.

1. What is word closest in meaning to 'celebrated'? (line 1)
   a) acclaimed b) famous c) award-winning

2. What is a synonym for 'ardent' (line 2?)
   a) excited b) genuine **c) passionate**

3. Which word/s can suitably replace 'anticipating' in line 3?
   a) waiting **b) expecting** c) knowing

4. Which word means the same as 'precise' ? (line 4)
   a) exact b) honest c) definite

5. What is the meaning of 'fell far short of'? (line 5)
   a) did not meet b) fell to the ground c) disappointed

6. Which word/s can suitably replace 'rudely' in line 9?
   a) loudly b) crudely **c) impolitely**

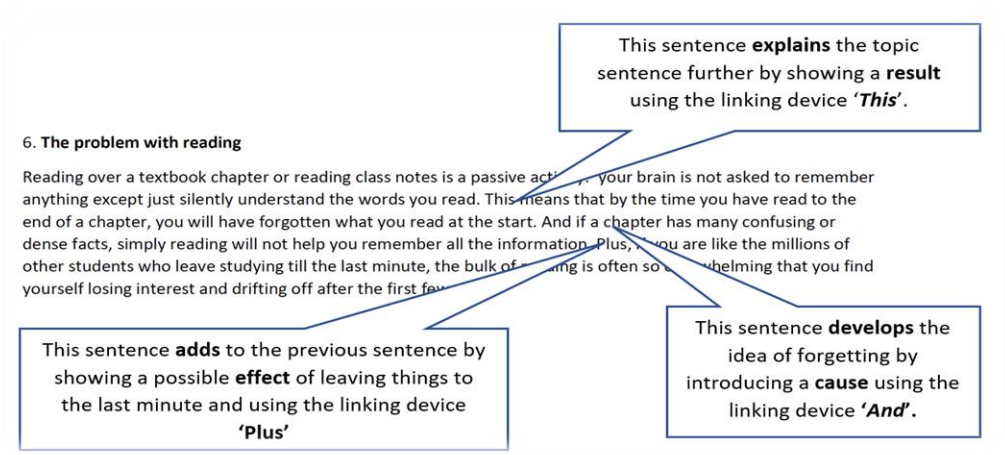
7. What is the antonym of 'suggest? (line 13)
   a) say **b) demand** c) recommend

8. What is the antonym of 'mere' ? (line 19)
   a) more b) slight **c) emphatic**

9. What is the meaning of 'renowned' ? (line 27)
   a) know again **b) famous for** c) strange

10. What is the meaning of 'teething? (line 28)
   a) start-up b) glitches c) bugs

Read an example of how the ideas in the topic sentence are developed in this paragraph.



Make notes to show how sentences 2 to 5 develop the ideas in sentence 1.

1. First, the attitude of the maître d' was not as welcoming as it should have been.
2. As previously mentioned, our reservation was made a month in advance; however, upon arrival, we were rudely informed that, because we had not reconfirmed our booking two days before, (as per the request in your response email sent just after the reservation was made) our table had been given to somebody else.
3. I have subsequently scoured that email repeatedly and nowhere does it mention our needing to 'reconfirm' the date of our arrival.
4. In addition to his dismissive attitude, your maître d' is clearly unaware of the correct reservation procedures.
5. May I politely suggest that he be better informed about such matters before dismissing the protestations of the customer so easily?

2 = Develops the idea of the maître de not being welcoming by saying that he spoke to them rudely and did not have a table for them because they did not reconfirm their booking as per his email.
3 = Continues the email idea by saying that she had 'scoured' all correspondence and had found no mention of there being a need to reconfirm.
4 = Describes his attitude as 'dismissive'- linking to the idea of his being unwelcome.
5 = Suggests that he be better informed about procedures to prevent his being so dismissive.

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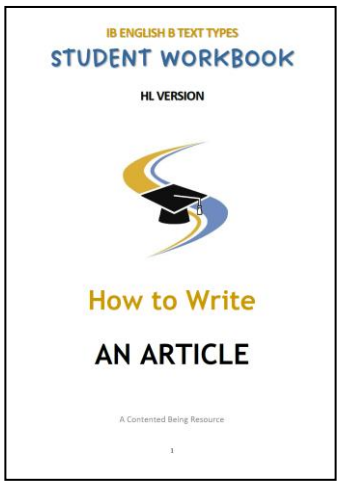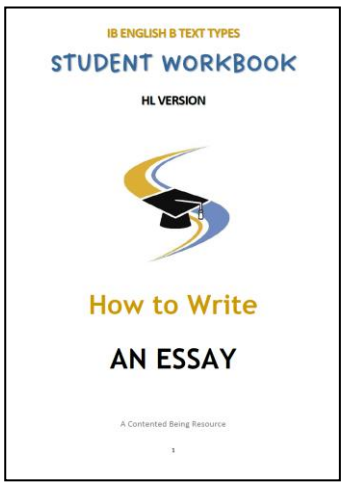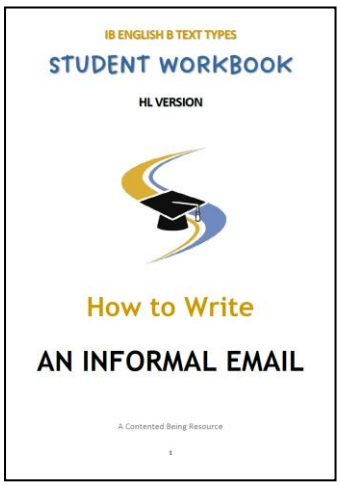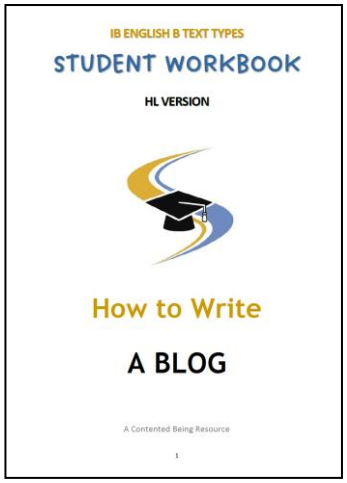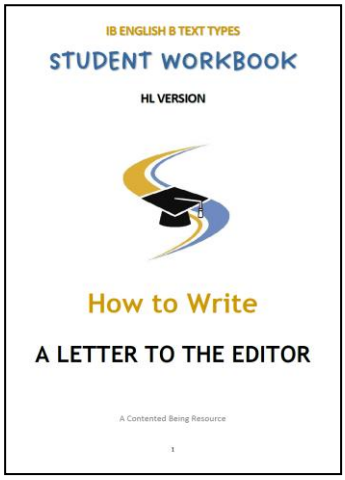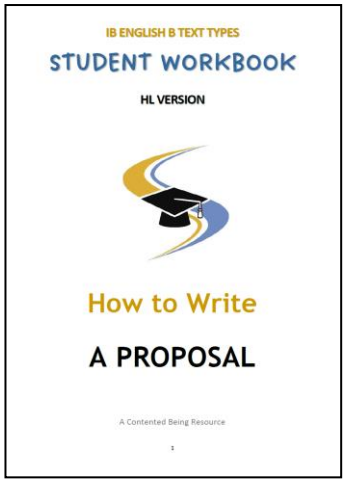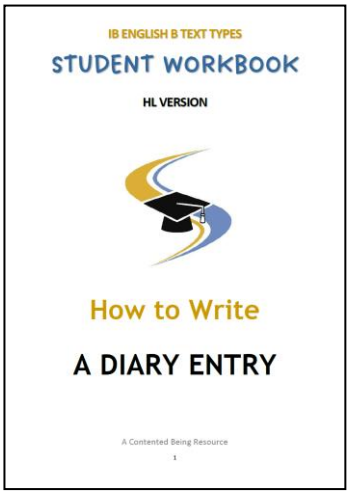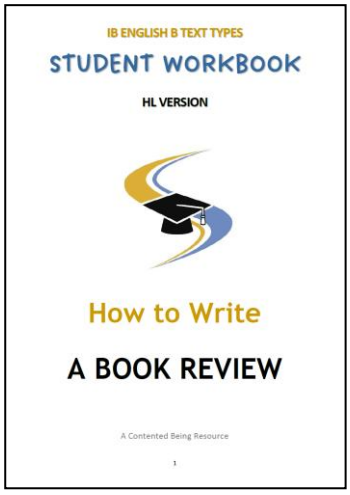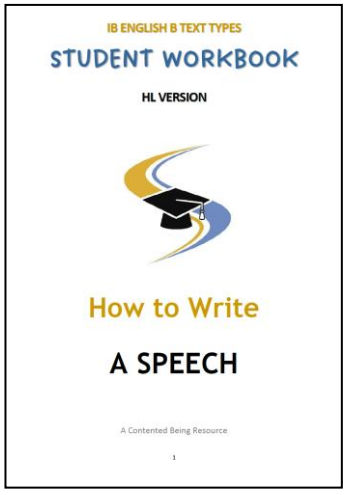
More text types will be added soon.