

تم تحميل هذا الملف من موقع المناهج البحرينية



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KINGDOM OF BAHRAIN  
Ministry of Education



مملكة البحرين  
وزارة التربية والتعليم

# Third Intermediate

## Upstream 3

### Unit 10





## Lesson 10e

# Time to Complain



# Objectives

- **To identify faulty issues in different items.**
- **To identify a complaint letter layout.**
- **To write a complaint letter following the right layout.**



# Task 1



**Read the dialogue between a mother and her daughter and think how this problem can be solved.**

**What's wrong  
Mariam?**

**Mom!**

**The pair of  
trainers that I've  
ordered last  
week arrived in a  
wrong size!**



Don't worry  
honey! We can  
solve that  
easily.

What shall I do  
Mom?

All we have to  
do is to .....

That's great! How  
can we do that?

**They will write a complaint letter.**



# Task 2





**Tick the possible fault(s), For each item in the table on the next slide.**

**Note: You might tick more than one fault.**



# What might be wrong?

	smart phone	T-shirt	tablet	pizza	vase	bag	smart watch
The touch screen is responding slowly.							
There are some missing buttons.							
It is over cooked.							
It is torn.							
It had some missing parts/ accessories.							
The colour has faded.							
The screen is cracked/ scratched.							
It doesn't charge accurately.							
It shrank when I washed it.							
It isn't what I've ordered!							
There are holes in it.							
Its camera is damaged.							



**Now check your answers.**



# Answer key

	smart phone	T-shirt	tablet	pizza	vase	bag	smart watch
The touch screen is responding slowly.	✓		✓				✓
There are some missing buttons.			✓			✓	
It is over cooked.				✓			
It is torn.		✓				✓	
It has some missing parts/ accessories.	✓		✓			✓	✓
The colour has faded.		✓					
The screen is cracked / scratched.	✓		✓				✓
It doesn't charge accurately.	✓		✓				✓
It shrank when I washed it.		✓					
It isn't what I've ordered!	✓	✓	✓	✓	✓	✓	✓
There are holes in it.		✓			✓	✓	
Its camera is damaged.	✓		✓				



**Now, let's look closer at the following letter:**



**Read, then answer the questions.**

## Paragraph 1

Dear Sir/Madam,

I am writing to complain about a laptop which I recently bought from your shop in Aurora Mall.

**Why is Mona writing a letter of complaint?**

**Where did she buy it from?**



**Read, then answer the questions.**

## Paragraph 2

On 19<sup>th</sup> April, I bought Teen Laptop from your shop. Unfortunately, it seems to be faulty. When I tried to use the charger, it did not work.

**When did she buy it?**

**What make is it?**

**What's the problem?**



**Read, then answer the questions.**

## Paragraph 3

I would appreciate it if you could replace it with another one of the same make. I have enclosed copies of my invoice and guarantee. I look forward to your reply. Please contact me on 9876544321, Monday to Wednesday, 10:00 am - 4:00 pm.

**What does she want to be done?**

**What's her contact number/ address?**

**When?**





# A complaint letter

Dear Sir/Madam,

1 I am writing to complain about a laptop which I recently bought from your shop in Aurora Mall.

2 On 19<sup>th</sup> April, I bought Teen Laptop from your shop. Unfortunately, it seems to be faulty. When I tried to use the charger, it did not work.

3 I would appreciate it if you could replace it with another one of the same make. I have enclosed copies of my invoice and guarantee. I look forward to your reply. Please contact me on 9876544321, Monday to Wednesday 10:00 am - 4:00 pm.

Yours faithfully,

*Mona Adel*

**Mona Adel**



# Task 3



# Now, match the parts of the complaint letter with the ideas

Information of how they can contact.

What you want to be done about the problem.

The reason why you are writing.

Important facts about your purchase.

Details about what the problem is.

Dear Sir/Madam

I am writing to complain about a laptop which I bought recently from your shop in Aurora Mall

On 19<sup>th</sup> April, I bought Teen Laptop from your shop. Unfortunately, the laptop seems to be faulty. When I tried to use the charger, it did not work

I would appreciate it if you could replace it with another laptop of the same make. I have enclosed copies of my invoice and guarantee. I look forward to your reply. Please contact me on 9876544321, Monday to Wednesday 10:00 am - 4:00 pm.

Yours faithfully,

*Mona Adel*

Mona Adel

Para 1:  
Opening Remarks

Para 2:  
Main Body

Para 3:  
Closing Remarks



## Now check your answers

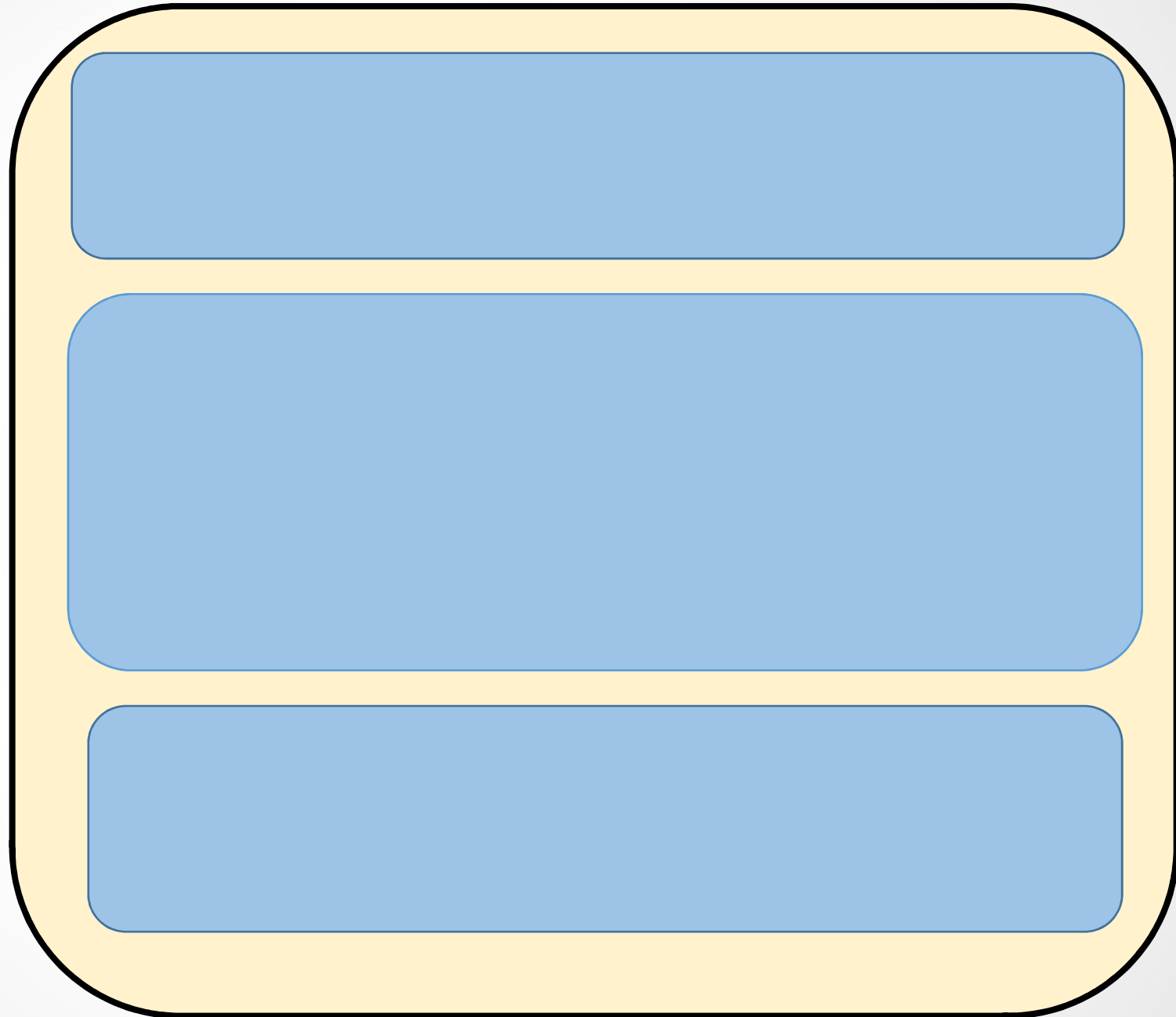
Information of how they can contact you

What you want to be done about the problem

The reason why you are writing

Important facts about your purchase

Details about what the problem is



Para 1

Para 2

Para 3



# Task 4



Use the information in the box to complete the letter of complaint.

On 20<sup>th</sup> March, you bought a dress from The Teen's Shop in the Sunshine Mall, but when you washed it, the colour had faded. Write a letter of complaint to the shop manager asking for a refund.

Dear Sir/Madam,

I am writing to complain about ..... **item** ..... I bought ..... **when** ..... from ..... **shop** ..... in ..... **place** .....

The ..... **item** ..... is ..... **colour** ..... and made of ..... **material** ..... I have only worn it once but ..... **problem** ..... I took it back to the shop but the manager was rude and refused to help me.

I would appreciate if you could ..... **what you want to be done** ..... I have enclosed a copy of my invoice. I look forward to your reply. Please contact me on ..... **phone No.** ..... from ..... **day** ..... to ..... **day** ....., ..... **time** ..... - ..... **time** .....

Yours faithfully  
**Name**  
.....



# Answer Key

Dear Sir/Madam,

I am writing to complain about ...**a dress**... I bought ...**20<sup>th</sup> March**... from ...**the Teen's Shop**... in ...**the Sunshine Mall**.

The ...**dress**... is ...**purple**...and made of ...**cotton**... I have only worn it once **but its colour had faded when I washed it**. I took it back to the shop manager, but he was rude and refused to help me.

I would appreciate if you could ..**refund my money in full** ... I have enclosed a copy of my invoice. I look forward to your reply. Please, contact me on ...**01234567**....from ...**Sunday**...to ...**Thursday**..., ...8:00 am...- ...4:00 pm....

Yours faithfully

...**Mariam Isa**...



# Task 5





**Read the following problem, then write a letter of complaint.**

- 1. You recently bought a Nintendo from Teen's Technology Shop in the Sunshine Mall. When you used it for a week; you realized that it doesn't charge accurately. Write a letter of complaint to the shop manager asking for a refund or an exchange.**



## Use the following plan:

Write 100 -120 words

Dear Sir/ Madam,

- **Opening Remarks (Paragraph 1)**
- Why are you writing the letter?
- **Main body (Paragraph 2)**
- What did you buy?
- Where/ How/ When?
- What is the problem?
- **Closing Remarks (Paragraph 3)**
- What do you want to be done?
- What is your contact number/ address?

Yours faithfully,

*Signature*

**(Your full name)**



# Self Assessment

Put a ( ✓ ) if your answers are correct:		
I use <b>past tense</b> .		
I write <b>3</b> paragraphs.		
I write <b>100-120</b> words.		
I use correct <b>spelling</b> .		
I use correct <b>punctuation</b> marks & the right <b>capitalization</b> .		
I follow the correct <b>layout</b> :		
I write about <b>all the points below</b> :		
I write <b>Dear Sir/ Madam - yours faithfully/ full name</b> .		
I write <b>the reasons for writing</b> .		
I write <b>what, when, how, where</b> I bought from.		
I describe <b>the item</b> (colour, material, shape, etc...).		→
I write what <b>the problem is</b> , what I <b>want to do</b> .		
I write the <b>contact number/ address</b> .		



# Thank you

