1. Complete each phrase with one word. Some letters have been given to help you.

|  |  |
| --- | --- |
| 1 to write in ***co***nnectio***n*** with sth. | 6 to be below the expected ***st***…………………***d*** |
| 2 to need sth. ***ur***………………….***y*** | 7 to complain in the stronger possible ***te***………***s*** |
| 3 to take the matter ***fu***…………………***r*** | 8 to express strong ***dis***…………………***…ion*** with sth. |
| 4 to demand a full ***re***…………………***d*** | 9 to demand an immediate ***repl***………………***t*** |
| 5 to draw sh’s ***at***…………………***n*** to sth***.*** | 10 to cause sb. considerable ***inc***…………………***e*** |

|  |  |  |
| --- | --- | --- |
| Adding another point *(like and*): | 1 ***Furthermore*** | /……………………………………………………. |
| Listing points: | 2 ………………………….. | /……………………………………………………. |
| Making a contrast (*like but*) | 3 ………………………….. | /……………………………………………………. |
| Making a contrast (like although) | 4 ………………………….. | /……………………………………………………. |
| Giving the consequence (like so) | 5 ………………………….. | /……………………………………………………. |
| Giving the most important example: | 6 ………………………….. | /……………………………………………………. |
| Saying what the real situation is: | 7 ………………………….. | /……………………………………………………. |
| Introducing the final paragraph: | 8 ………………………….. | /……………………………………………………. |

1. Linking words and phrases are used in complaints to explain your case clearly an carefully. Complete the table with the words/phrases from the box

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Above all | As a result | Even though | Finally | firstly | ~~Furthermore~~ | However |
| In addition | In conclusion | In fact | In particular | In reality | In spite of the fact that |
| Nevertheless | Taking everything into consideration | Therefore |  |

Which two phrases are NOT followed immediately by a comma, and can come in the middle of a sentence as well as at the beginning?

1. Underline the most appropriate words or phrases in the mai

I am writing to complain about the poor service we have received from your company. [1]***Firstly/therefore***, the goods you sent were not the ones that we ordered. Our order dated 16 September clearly stated that we wanted 1,000t-shirts. [2]***In particular/However***, we only received 800. [3]***Nevertheless/furthermore***, we asked you to print our company logo in the top left corner of the shirts and you have printed in the center. To make matters worse, your staff were very unhelpful when I called. [4]***Even though/Above all***, no-one took responsibility to sort out the problem. I was simply pass from person to person. [5]***In fact/In addition***, after 30 minutes I gave up in frustration and ended the call.

The whole matter was treated by your staff as though it was completely unimportant. [6]***In spite of the fact that/therefore*** we have been your customers for more than five years. [7]***In particular/As a result***, we are considering stopping all future business with your company.

[8]***Taking everything into consideration/In reality***, we must insist on an immediate replacement order , to reach here whiting 14 Working days, at no cost to ourselves.