



English as a Second Language Podcast



ESL Podcast 2 - A Complaint Letter to a Tour Company

Tags: Travel

To Whom It May Concern:

I am writing **regarding** a tour that my wife and I took with your company on February 26, 2006. The **brochure stated** that we **would see** some of the most interesting **sights** of the city. Since we had visited the city before, we looked forward to seeing some new **attractions**.

On the morning of February 26, **our tour guide picked us up** in a small **van**. It did not look like any **tour bus** I had ever seen. Our tour guide drove us to the **waterfront** area and said that we could **explore** the area **on our own**. The tour guide said that he had to leave for a short time to arrange for our lunch.

By the time the tour guide came back, three hours had **gone by!** I was very angry and **confronted** him. I told him that this was the worst **tour** I had ever **been on**.

I am asking for a **complete refund of the price** of the tour. Please send a check to the **address above** for \$150.00 **at your earliest convenience**. I have **enclosed** a copy of the receipt for the tour.

Sincerely,
Kayne East

Script by Dr. Lucy Tse