

15 High Street,
Anytown.
26.06.2003.

Dear Mr. Jones,

Thank you for your letter, dated 18th June, which I received yesterday. I am very sorry to hear that you were dissatisfied with your recent holiday in Spain and also with the treatment that you received from our representative there. Please note that the alleged attitude of our employee is currently being investigated. Please let me try to answer your four queries one by one.

Firstly, your stolen camera is not the responsibility of our company. It should be covered by your insurance policy, provided that you informed local police regarding the theft.

Secondly, the broken shower unit in your bathroom was checked by a local plumber and found to be in perfect working order.

Your third complaint regarding the choice of main courses for your evening meal appears accurate. As you state in your letter, our brochure does say that you would have a choice of four main courses. We apologise that this was not the case on every evening and accordingly, we enclose a cheque for £50 by way of an apology.

Your final complaint regarding your two hour delay on the return flight is unfortunate. I am sure you will accept that it is the responsibility of the airline concerned and not of Getaway Tours. I hope that these responses will help to answer your queries and that you will see fit to travel with us again.

Yours sincerely,
A. Mann.
Customer Services Manager.

Read the statements below and decide whether each one is **TRUE**, **FALSE**, or you **CANNOT TELL**. Write **TRUE**, **FALSE**, or **I CANNOT TELL** for your answers.

- 1 The person complaining had been in Spain. _____
- 2 Mr. Mann was making the complaint. _____
- 3 Mr. Mann received the letter on the 17th June. _____
- 4 The letter from Mr. Jones was handwritten. _____
- 5 A cheque for £50 was paid in compensation. _____
- 6 The local police were told about the stolen camera. _____
- 7 Mr. Jones tried to fix the shower. _____
- 8 A choice of chicken, fish, steak and pizza was offered each evening. _____
- 9 Getaway Tours promised four main courses. _____
- 10 Getaway Tours sent a plumber from England to check the broken shower. _____
- 11 The return flight was delayed because of fog. _____
- 12 Mr Jones never travelled with Getaway Tours again. _____