

应用文写作 第5小节 复习笔记

关注文体与话题语言 — 投诉信

1. 写作训练 - 投诉信

假设你是阳光中学的学生李华，周日下午去影院看了电影，但是在观影过程中发现了一些问题。请你根据下列提示用英语给影院经理写一封信：

1. 因广告过多，影片放映晚点；
2. 音量太大
3. 安全出口标志不明；有安全隐患。

参考词汇：安全问题 the safety hazard

文体语言：投诉信；

话题语言：电影院服务与设施

2. 习作分析

学生习作一：

思考：红色下划线的这一部分内容有什么问题？可以如何来改善？

Dear Sir or Madam,

Yesterday I went to your cinema to see a film which was so attractive. However, I found some problem which affected my watching experience.

Because of excessive advertisements, the film was delayed. Additionally, the volume was too high to make me feel comfortable. Moreover, I couldn't see the "Exit" sign. So the emphasis should be put on the removing of safety hazards.

I would appreciate it if you could consider my suggestion.

Yours faithfully,
Li Hua

老师点评：

attractive 通常用来指视觉上吸引人的东西，吸引眼球，但是用来形容电影不合适；watching experience, 典型的中式英语的表达，不够地道；题目中只是说“Exit”sign 不够清晰，并不是说没有，要点表达不够精准，重点需要放在去除安全隐患上；鼓励同学多用复合句，避免通篇都是短句的现象；使用 consider my suggestion 这样的语言是偏离文体的。文章的

目的是投诉问题，一般会说希望提出问题能够引起你们的重视，希望你们能够迅速的采取一些举措来改善这些问题。

习作一修改版：

Dear Sir or Madam,

Yesterday I went to your cinema to see a film. The film was good **but I did have a terrible experience, and that's why I'm writing to you.**

First of all, **the film was delayed because of excessive advertisements, annoying me and other audience.** Additionally, **the volume was too high to make me feel comfortable.** Moreover, I really had difficulty in finding the "Exit" sign, which tends to be potential causes of safety hazards.

I do hope that you will **take these problems seriously** and **take immediate action to improve the service** and **equipment of the cinema!**

Yours faithfully,

Li Hua

老师点评：

I did have a terrible experience, 地道的表达；

由于大量的广告，电影被延迟了，让我和其他观众都很恼火；音量太大让我感觉很不舒服；

had difficulty in 说明标志很难找到，没有起到标识应有的作用；

which tends to be potential causes of safety hazards. 用定语从句表示潜在的安全隐患；

我衷心希望你们能够认真对待这些问题，立即采取措施来改善电影院的服务和设施。这就做到了首尾呼应，凸显投诉信的功能。

学生习作二：

思考：红色下划线的这一部分内容有什么问题？可以如何来改善？

Dear Manager,

I'm a student from Yangguang Middle School. I'm writing to complain to you about some problems existing in your cinema.

Last Sunday, I went to your cinema. The film was very good but I was disappointed with my experience at the cinema. Firstly, there were so many ads at the beginning that the film was delayed for nearly 20 minutes, which made us audience rather annoyed. Secondly, the sound of the film was so loud that I could hardly tolerate it. Thirdly, the signs of the safe exit were not clear enough, which may present the safety hazard.

For the sake of customers, I do hope that you can consider these

problems carefully and make some improvements as soon as possible.

Yours sincerely,
Li Hua

老师点评：

总体上说，这篇文章写得不错的，应该在 10 分甚至以上。
但是行文中使用 firstly, secondly, thirdly 这些词汇，尽量要通过上下文的逻辑来体现。

which may present the safety hazard。这里用了动词 present “呈现”，而实际需要表达的是“引起”，用 present 不合适。

习作二修改版：

Dear Manager,

I'm a student from Yangguang Middle School. I'm writing to **complain to you about some problems existing in your cinema.**

Last Sunday, I went to your cinema. The film was very good **but I was disappointed with my experience at the cinema.** Firstly, **there were so many ads at the beginning that the film was delayed for nearly 20 minutes, which made us audience rather annoyed.** Besides, **the sound of the film was so loud that I could hardly tolerate it.** Additionally, **the signs of the safe exit were not clear enough, which may cause safety hazards.**

For the sake of customers, I do hope that you can consider these problems carefully and make some improvements as soon as possible.

Yours Sincerely,
Li Hua

老师点评：

Thirdly 改成了 Additionally；present 改成了 cause。
Firstly, secondly, thirdly 用在文章中，影响整体的效果和阅读的感受，影响阅卷老师对整篇文章的档次的定位。

学生习作三：

思考：红色下划线的这一部分内容有什么问题？可以如何来改善？

Dear Manager,

I'm Li Hua, a student of Yangguang High School. I'm writing to make a complaint about my disappointing experience last Sunday afternoon in your cinema.

Firstly, there were too many advertisements befor movie began, which not only wasted audience's patience but caused movie started later. Besides, the sound was too high, making my ears uncomfortable. Also, your cinema didn't provide a clear "exit" symbol on the door, behind which is the safety hazard.

I demand you can take immediate measures to solve these problems, thus creating a more comfortable, enjoyable and safer watching environment.

老师点评：

Before, 注意写完之后要检查标点符号和拼写；

not only... but also... 把重要的内容放在后面。投诉的重点是耗尽了观众的耐心，还是导致电影开场延迟？这里交换一下前后顺序会比较好；
sound was too high, 搭配不太恰当，sound 一般与 loud 搭配，high 可以和 volume 搭配；

"exit" symbol 标识用 symbol 不太好，可改为 sign；

I demand you can... 语气过于强烈，使用命令的语气不符合身份。用希望，提醒等语气比较合适；

watching environment 是中式英语的表达；

这篇文章没有落款，也是会被扣分的。

习作三修改版：

Dear Manager,

I'm Li Hua, a student of Yangguang High School. I'm writing to **make a complaint about my disappointing experience** last Sunday afternoon in your cinema.

Firstly, **there were too many advertisements before movie began, which not only delayed the movie but also exhausted the audience's patience**. Besides, **the sound was too loud, making my ears extremely uncomfortable**. Also, **your cinema didn't provide a clear "Exit" sign, behind which is potential safety hazard**.

I hope you can **take immediate measures to solve these problems, thus creating a more comfortable, enjoyable and safer environment for audience**.

Yours Sincerely,
Li Hua

老师点评：

电影开场延迟改成了简洁的 **delayed the movie**;

把 **wasted** 改成 **exhausted**, 耗尽了观众的耐心;

增加了副词 **extremely** 修饰, 要有意识地多用形容词和副词, 使文字更加生动;

thus creating a more comfortable, enjoyable and safer environment for audience. 非谓语动词作结果状语, 以此创造一个更舒服的更愉快的安全的观看的环境。观看环境用 **environment for audience** 更为地道。