

高中英语应用文写作---投诉信导学案

Letters of Complaint

☞ Lead in:

➤ When do you need to write letters of Complaint?

➤ 📧 Write Letters of Complaint to

◆ shops

◆ _____

◆ headmaster

◆ person in charge

◆ _____

☞ 投诉信写作步骤:

第一步: 表明自己的身份, 说明写信的目的, 因何事投诉何人和机构;

第二步: 具体阐述投诉的内容与投诉的理由;

第三步: 提出解决建议并期望尽快解决, 表示感谢。

🌈 Structure of the letter of complaint

📧 Beginning --- Purpose of writing the letter 【写信意图-投诉不当行为→说明身份+表明写作的目的】

📧 Body Arrangements--- 【主体段落→投诉的内容+投诉的具体原因(诉求的条理要清晰)→呈现所有要点+描述事件的经过】

📧 Ending --- 【希望得到的结果+期待对方调查整改→总结全文, 再次点题】

☞ 如何写投诉信的开头

🌈 Part 1: Beginning 【首段-引人入胜开头句】

🌈 Purpose of writing the letter 【写信意图→投诉不当行为→表明写作的目的】

🌈 篇首介绍自己, 说明身份, 投诉不当行为。

➤ I am writing to you to _____...我写信是投诉关于.....

➤ I am most _____ complain, but...

我最不想抱怨, 但是...

➤ I'm writing to _____ the coat which I bought last month in your store.

我写信向你投诉有关上个月我在你家店买的衣服的问题。

➤ I am one of your _____. I'm writing to _____ one of your waiters'

_____.

我是你的一个顾客。我想投诉你店里一个服务员的不礼貌且粗鲁的行为。

➤ I have _____ / _____ for years but I am writing to _____ about...


这几年我对你们的服务都很满意, 但是我写信是表达关于.....的不满。

➤ I'm Li Hua. I feel sorry _____ but I'm afraid that I _____ your restaurant.

我是李华, 我不想给你添麻烦。但是, 恐怕我不得不对你们餐馆进行投诉。

☞ 如何写投诉信的正文

Part 2: Body Arrangements: (正文部分的衔接词)

Natural transitions  to begin with, as for, In addition, Therefore, as well, to be frank, what's more, meanwhile, undoubtedly...

✚ Part 2: Body Arrangements 【主体段落➡画龙点睛篇中句】

(2) 篇中说明投诉的内容+投诉的具体原因+呈现所有要点+描述事件的经过;

1. I _____ for you to do something / _____ to solve the problem.

我认为您有必要采取措施解决问题。

2. There are _____ I am not content with... At first, ... _____, ...

Eventually, ...

我对.....不满意有一些主要原因。首先,更糟糕的是,最后,

3. _____ that I wish to _____. For one thing, ... _____ ...

有一些问题希望能引起你的注意: 首先... 其次...

4. _____, the food is _____ and the water isn't served in time. In addition, the music you broadcast is _____.

首先, 食物太咸, 水没有及时端上来。而且, 你们播放的音乐太吵了。

5. _____, I _____ to sit here having dinner quietly.

在这样的环境下, 我很难安静地坐在这里吃饭。

6. _____ your goods and service have the following

_____/_____/_____.很遗憾的是你们的产品和服务竟然有以下这些令人难以接受的问题。

7. While I was _____ in HongKong about a week ago, I bought a green shirt for 300 HK dollars in your shop, but _____ something wrong with it.

大概一周前我在香港度假的时候, 我在你们店里花 300 港元买了一件绿色衬衫, 但看上去有些问题。

✚ 如何写投诉信的结尾

✚ Part 3: Ending 【言简意赅篇尾句】

✚ 篇尾写希望得到的结果➡期待对方调查整改➡总结全文, 再次点题

☞ I do hope that the problems can _____ as soon _____.

我希望问题可以得到尽早解决。

☞ I believe you will _____.

我相信你会认真考虑我的投诉。

☞ I sincerely hope that you will _____ and proper measures _____ to _____ such an incident _____ again.

我真诚地希望你能认真调查这件事情, 以及采取恰当的措施防止类似事件再次发生。

☞ I would _____ very much if you could _____ to solve the problem _____.

你若能尽快采取措施处理这个问题, 我将感激不尽。

☞ I would like to _____ by the end of this month.

我希望这个问题能在这个月底之前得以解决。

☞ We trust that you will _____ this matter _____ and _____ prevent the recurrence of this kind.

我相信您能认真考虑这件事情, 并且尽力阻止这类事情的发生。

☞ I am waiting for _____ and _____.

我在等待一个合理的解释, 并期待及早回复。

✚ 常用语块 Writing help: Useful phrases and expressions

1. 抱怨 _____ about

3. 忍受 put up with/_____

2. 希望解决这个问题 hope to _____

4. 不愉快的事件 _____ incident

5. 糟糕的服务 poor _____
 6. 修正你的记录 _____ your records
 7. 解决问题 deal with/ _____
 8. 我想提醒你 I would like to _____
 9. 调查此次事件 _____/look into the matter/ _____
 10. 我敢肯定你想知道 I _____ you would want to know that
 11. 向.....道歉 make an apology to.../ _____
 12. 以粗鲁的方式 in _____
 13. 不用说 _____ to say

✚ Writing help: Useful sentences

1. I believe that _____ us.
 2. I expect an _____ to _____ as soon as possible.
 3. I know you will want to see that _____ again.
 4. I like your product but I _____ your advertising.
 5. I'm _____ that we can _____ to our satisfaction.
 6. I regret/am sorry to _____ the following _____.

📧【投诉信模板 1】:

Dear _____, (对象)

✚ Part 1: Beginning

- ① I am _____. (自我介绍) ② I _____ you but I am afraid that I have to _____ about _____. (写作意图, 投诉事件)

✚ Part 2: Body Arrangements

- ③ The reason _____ is _____. (介绍不满意的原因) ④ In the first place, _____. (抱怨的第一个方面) ⑤ In addition, _____. (抱怨的第二个方面) ⑥ Under _____, I find it _____. (感觉) to _____ (描述给你带来的后果)

✚ Part 3: Ending

- ⑦ I'd _____ very much if you could _____, (提出建议和请求), preferably _____, (进一步要求), and I would like to _____ settled by _____ (设定解决事情的最后期限)
 ⑧ Thank you for your _____ and I will be looking forward to _____. (表示感谢和期待问题解决的愿望)

Yours Sincerely / Faithfully/ Truly,

📧【投诉信模板 2】:

Dear _____, (对象)

My name is _____. (自我介绍) I am _____. (告知身份) I am **writing to you for** _____. (写作意图) Firstly, _____. (抱怨的第一个方面) Secondly, _____. (抱怨的第二个方面) Thirdly, _____. **Therefore**, I require that you send me a new one of **the same model** within a month. (你的要求)

To be honest/**Honestly speaking**, _____. **Therefore, I do require/hope** _____. (你的希望和建议)

Thank you for **your consideration**.

Sincerely yours,

Li Hua

📧应用文写作—投诉信题型训练

& 参考范文

【投诉信题型训练 1-投诉学生餐厅食品和服务质量不佳】

第一节:应用文写作 (满分 15 分)

假定你是来自新华高中的李华, 你对学校学生餐厅的食品和服务质量不满意。请你给校长写一封投诉信反映情况。要点如下:

1. 问题: 食品质量差, 价格高; 餐厅服务不佳。

2. 你的建议和要求。

注意: 1. 词数 80 左右。

2. 可以适当增加细节, 以使行文连贯。

3. 开头语和结束语已为你写好。

【投诉信 1-投诉学生餐厅食品和服务质量不佳】

&参考范文 A Letter to the President about the Canteen Service on Campus.

Dear Mr. President,

(1) My name is LiHua, I am a student from Xinhua High School. I want to write you a letter about the _____.

(2) _____ the complaint is _____ and high price of the food. _____, the rice is so hard, the price of the food is _____ many of us _____. _____, the steam bread too cold, and vegetables overcooked. _____, the canteen service is _____. But the cooking staff need to do the cooking more carefully. _____, the cost needs to _____. _____, there is still much _____.

(3) I do hope the service will be much improved very soon. _____ your _____.

Sincerely yours

LiHua

投诉信题型训练 2 【投诉网购英文小说质量问题】

第一节:应用文写作 (满分 15 分) (浙江金丽衢三市一模)

假如你是李华,一周前在某购物网站订购了一套英文小说,昨天收到货,发现少了几本,并且书本纸张粗糙,有异味。请你就此事给该网站客服写一封投诉邮件。内容包括:

1. 投诉的原因:少货、质量差。

2. 你的要求。

注意: 1. 词数 80 左右。

2. 可以适当增加细节, 以使行文连贯。

3. 开头语和结束语已为你写好。

投诉信 2 范文 【投诉网购英文小说质量问题】

【*Writing Sample:】 One possible version:

To whom it may concern,

_____ the English novels I bought on your website a week ago. When I received the package yesterday, I found you _____. Worse still, the rough paper and the terrible smell from the books make me sick. _____. I'd like you to _____ by sending me a full new set _____. If this requirement can't be met, the _____ is acceptable to me. I hope to get your reply as soon as possible.

Sincerely yours

LiHua

投诉信题型训练 3 【投诉航班糟糕的服务】

第一节:应用文写作 (满分 15 分)

假定你是李华,昨天你乘飞机去伦敦,经历了一次不愉快的旅途,对航空公司的服务非常不满意。请你给航空公司写一封投诉信。要点如下:

1. 反映的问题: 行李箱丢失, 航班延误, 航空食品差, 服务员态度粗鲁。

2. 要求: 改进并妥善解决。

注意: 1. 词数 80 左右。

2. 可以适当增加细节, 以使行文连贯。

3. 开头语和结束语已为你写好。

投诉信 3 范文【投诉航班糟糕的服务】

【★Writing Sample:】One possible version:

Dear Manager,

My name is Li Hua. I'm writing to _____ on one of your flights.

Yesterday, I took a plane to London and I have to say that I'm _____ the line. _____, your airline lost one of my suitcases _____ there is an important contract. _____, the plane _____ for an hour. _____, I was late for an important meeting. _____, the food on the plane was _____. _____ the air hostesses on the plane were quite _____ and _____. _____, this is _____ I have ever had on the plane. I hope you can help me find my suitcase and _____.

Thank you very much.

Yours sincerely,

Li Hua

投诉信题型训练 4【投诉商品劣质营业员态度粗暴】

第一节:应用文写作(满分 15 分)

假定你是李华, 你在一家商店购得劣质商品, 遂与营业员交涉。但营业员对你态度粗暴, 不予受理, 为此你向经理写封投诉信反映情况, 希望得到解决。

注意: 1. 词数 80 左右。

2. 可以适当增加细节, 以使行文连贯。

3. 开头语和结束语已为你写好。

投诉信 4 范文【投诉商品劣质营业员态度粗暴】---Possible version 1:

Dear Sir/ Madam,

Now I am writing to _____ about the TV set _____.

_____, I bought a TV set in your shop, _____ I brought it home and turned it on, I found it didn't work properly. So I took it back to the shop and told the assistant what had happened.

_____, your assistant didn't help me to solve the problem. _____, he shouted at me rudely and refused to examine it. I know your shop enjoys a high reputation but, _____ such poor service should have happened in your shop and your assistant didn't seriously _____.

_____ you can look into this matter and give me a reasonable explanation by either giving me a full refund or sending me a new TV set. Thank you for _____ and I am expecting an early reply.

Sincerely yours

LiHua

投诉信 4 范文【投诉商品劣质营业员态度粗暴】--Possible version 2:

Dear manager,

I _____ but I am afraid I have to _____ your bad service.

I bought a TV set from your shop _____. A few days later, I found it _____. To my shock, when I took it back to the shop, your assistant didn't solve the problem but _____.

_____, I am sorry to find that such service _____ in your shop.

_____ that the problem will _____. Looking forward to your

reply.

Sincerely yours
LiHua

投诉信题型训练 5【投诉新华书店买的英文词典质量问题】

第一节：应用文写作（满分 15 分）

假如你是李华，上周末你在重庆新华书店买了一本英文词典，发现有印刷错误、漏页等质量问题，后与书店交涉，要去调换，但营业员却拒绝你的要求。因此你给一家英语报社编辑写一封投诉信，信中必须包括以下内容：

1. 事情的起因；
2. 与书店交涉的经过；
3. 呼吁服务行业(service trade)必须提高服务质量。

注意：1. 词数 80 左右。

2. 可以适当增加细节，以使行文连贯。

3. 开头语和结束语已为你写好。

投诉信 5 范文【投诉新华书店买的英文词典质量问题】

【*Writing Sample:】One possible Version:

Dear Editor,

My name is LiHua. I am a middle school student. I _____ to make _____ of Xinhua bookstore.

I went to the bookstore last weekend and bought an English dictionary. _____, I noticed some _____ in the dictionary and found it poor _____, too. So I decided to _____ another one. As I discussed this matter with a clerk, she _____ which made me very sad and angry. I think she was _____ her customer.

My _____ the letter is to _____ in the service trade _____. Only in this way _____ the feeling of being treated as “God”.

Best regards!

Sincerely yours
LiHua

投诉信题型训练 6【投诉网购笔记本电脑及英文小说存在的问题】

第一节：应用文写作（满分 15 分）

假定你是李华，半月前你从国外网站上订购了一台笔记本电脑和一套英文小说，昨天才到货，且电脑不是你订购的型号，小说也有缺页现象。请就此向网店客服写邮件投诉，要点如下：

1. 介绍购物情况
2. 反映存在问题
3. 提出解决方案

注意：1. 词数 80 左右。

2. 可以适当增加细节，以使行文连贯。

3. 开头语和结束语已为你写好。

投诉信 6 范文【投诉网购笔记本电脑及英文小说存在的问题】

【*Writing Sample:】One possible Version:

Dear Sir or Madam,

I am one of your customers. I am writing to make a complaint about your goods.

(介绍购物情况) _____, I ordered a notebook computer and a set of English novels on your

website two weeks ago, but I _____ yesterday. (反映存在问题) _____, the computer I received isn't the one I ordered. _____, the books are _____, as I found some pages missing. (提出解决方法) _____, I hope you can solve the matter for me. I wonder if you can _____ you sent out and _____ them. _____ if you could _____ this matter.

Looking forward to your reply.

Sincerely yours

LiHua