

**Writing a formal letter**

Rewrite Anna's letter by putting the following sentences into the correct order.

You can use page 2 to help you organise your letter.

The next morning I went to reception to complain. The receptionist was very rude and informed us that there were no two-bedroom apartments free. We left your apartment and booked into a nearby hotel.

.....  
1 Old School Lane  
Sheffield  
S1 7TG

.....  
Last month I visited Cornwall with my family and booked one of your two-bedroom apartments. When we arrived at six o'clock in the evening on 17 May, our apartment was not ready and we had to wait in the car for an hour.

.....  
When we entered our apartment, we found that there was only one bedroom. The children had to sleep on the floor.

.....  
Yours sincerely

.....  
I look forward to hearing from you soon.

.....  
01/06/13

.....  
Beachside Apartments  
Polkirt  
Mevagissey  
PL26 6LJ

.....  
I am very dissatisfied with your service and I would like a full refund.

.....  
I am writing to complain about the service I have received from your company.

.....  
Dear Mr Green,

.....  
*Anna Jansone*

Anna Jansone

.....



