Writing: Formal letter

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1. Vrátil/a jste se ze zájezdu do Velké Británie, který pořádala britská cestovní kancelář. Nebyl/a jste spokojen/a s ubytováním a se službami průvodce. Rozhodl/a jste se stěžovat si řediteli cestovní kanceláře panu Westovi.

Napište panu Westovi dopis v rozsahu 200 slov, ve kterém:

* uvedete, proč píšete;
* uvedete alespoň dvě základní informace o zájezdu (místo, termín, délka, doprava apod.);
* popíšete problém s ubytováním;
* vysvětlíte, proč jste nebyl/a spokojen/a se službami průvodce;
* navrhnete řešení své stížnosti (např. sleva, vrácení peněz, omluva).

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Co jsem se touto aktivitou naučil(a):

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

 Autor: Lýdie Valešová

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