Complaints and technology comparisons and discussion
FCE Writing Part Two letters/ complaints/ technical English
FCE Result Unit 11

Compare two letters of complaint, e.g. the ones you and your partner wrote for homework, or two model answers. Suggested things to compare:
- Strength of complaints
- Politeness
- Formality
- Organisation
- Adding your own ideas

Have you ever really complained, demanded a refund, asked for the thing you've paid for to be changed, etc? How did you communicate, what did you say or write, and what was the result?

Have you ever had problems with technology (such as the mobile phones and televisions mentioned in the book)? How did you react?

Would you say that you are a technophobe or a technophile?

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