

【內容】全文主題清楚切題，包含對於飯店之設施、服務及早餐提出具體不滿之處、建議飯店可改善的方法、希望的補償。相關敘述完整，有具體的細節支持，第一段先點到健身設備老舊，接待人員不友善以及餐點不新鮮。第二段提出了設備更新、員工訓練及早餐應隨時確認餐點的新鮮，進而提出退款作為補償。

【組織】段落分明，開頭、發展及結尾的安排順暢，轉承語使用得宜（如：to begin with, unfortunately, last but not least, hopefully），全文連貫得當，條理分明，皆按提示寫作。

【語言】句子結構語法大多正確，考生能夠掌握簡單句、複合句等句型並靈活使用（如：I hope that you can make some differences so that the customers won't have such dreadful experience as mine.），用字遣詞得當（如：review, rusty, amiable, receptionist, rudely, give off, renew, in good condition, in the near future）。

May 4, 2019

Dear Manager,

I stayed at your hotel during my winter vacation with my family. At first, I thought it would be a pleasant stay because of the great reviews your hotel had on the Internet. However, little did I know, there were plenty of dimensions that I didn't satisfy. To begin with, your equipments were old. When I wanted to work out in the gym, many of the equipments were rusty and out of function. Second, I expected to be welcomed by a amiable staff when arriving. Unfortunately, the receptionist was far from friendly and talked to us rudely. Third, the breakfast you provided was not fresh. I had an egg and that egg was giving off bad scents! I was extremely disappointed during my stay.

I hope that you can make some differences so that the customers won't have such dreadful experience as mine. First, you should renew your equipments and make sure they are in good condition. Second, you should train your employees. Remind them to always be friendly. Last but not least, be sure that the food you serve is always fresh by checking it often. Because of my unpleasant stay at your hotel, I hope that you can refund my money. Hopefully, you will make some changes in the near future! I'm sure if you do so, more and more customers will have a great time at your hotel!

Sincerely,

Helen