

C1.1 Name: _____

Task: Complaint letter

Your language school wants to improve the cafeteria service and the principal has asked you, as a long-term student at the institution, to write a proposal with recommendations for doing so. You have got feedback from students who normally go to the cafeteria, including what they are positive about, and what improvements could be made, and you have drafted some notes.

Write a proposal of 150-180 words.

✓ Write an introduction

✓ Decide what the sections of the proposal are going to be and think of headings for them. For each paragraph explain the situation and make recommendations.

✓ Write your conclusion, stating what your arguments have shown.