Exercise walk-through

16.1

Writing: explain a problem and request a solution

English B1

ENGLISH B1 • EXERCISE SHEET

16.1 Writing: explaining a problem and asking for a solution

Name: _____ Class: _____ Date: _____ **Total: 25 marks**

KEY WORDS replacement • refund • affect • polite • firm

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Objective

Write an email that **explains a problem** and **asks for a solution**: give the facts (what, when, order number), explain how the problem **affects** you, ask clearly for what you want, and stay **polite** but firm.

You must be able to:

- give the facts of a problem clearly
- explain the effect of the problem
- ask for a clear, reasonable solution
- use polite, formal language

- organise an email in paragraphs

1 Key knowledge and worked examples

Key knowledge

paragraph	what to write	example
1 why you write	the problem and the facts	I am writing about order 52741, which arrived on 3 June.
2 details and effect	what is wrong and how it affects you	The headphones do not charge, so I cannot use them for my online lessons.
3 request	what you want and by when	I would like a replacement or a full refund by 15 June.
close	polite ending	Thank you for your help. I look forward to hearing from you. Yours sincerely, ...

Polite and firm: *I would like...*, *Could you please...?*, *I would be grateful if....* Avoid: *You must...!*, capital letters for shouting, many exclamation marks.

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Source A: an online order

Order 52741 | Ordered: 28 May | Delivered: 3 June

Item: wireless headphones, black, 299 yuan

Problem: the headphones do not charge. The light does not come on. You tried two different cables.

Exercises 2.1·2.2

2.1 Use Source A. (a) What is the order number? (b) When did the order arrive? [2]

2.2 Make these sentences polite. (a) Send me new headphones now! (b) You must answer quickly. (c) Your product is rubbish. [3]

Exercises 2.1·2.2

2.1 Use Source A. (a) What is the order number? (b) When did the order arrive? [2]

2.1

(a) 52741; (b) 3 June

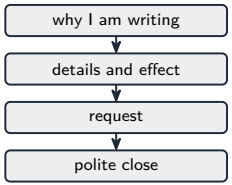
2.2 Make these sentences polite. (a) Send me new headphones now! (b) You must answer quickly. (c) Your product is rubbish. [3]

2.2

(a) I would like a replacement, please. / Could you please send me new headphones?; (b) I would be grateful for a quick reply.; (c) e.g. I am disappointed with the product, because it does not work.

Exercises 2.3·2.4

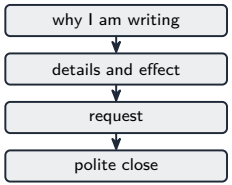
2.3 The diagram shows the plan of a problem email. Write one sentence for each part, using Source A. [4]



2.4 Read this draft: “Hi. My headphones are broken. I want my money. Bye.” (a) Give three ways to improve it. (b) Rewrite the request part so it is clear and polite, with two possible solutions and a date. [6]

Exercises 2.3·2.4

2.3 The diagram shows the plan of a problem email. Write one sentence for each part, using Source A. [4]



2.3

why: the order and the problem; details and effect: they do not charge, two cables tried, and I cannot use them; request: replacement or refund by a date; polite close

2.4 Read this draft: “Hi. My headphones are broken. I want my money. Bye.” (a) Give three ways to improve it. (b) Rewrite the request part so it is clear and polite, with two possible solutions and a date. [6]

2.4

(a) any three: formal start and end; the order number and dates; what exactly is wrong; the effect on you; a polite tone; (b) polite language; two solutions: replacement or refund; a date

Exercise 3.1 (a)

3.1 *(Four choices, one correct. One mark each.)*

(a) Which is the best first sentence?

- **A** Hi, how are you?
- **B** I am writing about order 52741, which arrived on 3 June.
- **C** Your shop is terrible.
- **D** I have headphones.

Exercise 3.1 (a)

3.1 *(Four choices, one correct. One mark each.)*

(a) Which is the best first sentence?

- **A** Hi, how are you?
- **B** I am writing about order 52741, which arrived on 3 June.
- **C** Your shop is terrible.
- **D** I have headphones.

(a) B

Exercise 3.1 (b)

3.1 *(Four choices, one correct. One mark each.)*

(b) "I would be grateful if you could..." is

- **A** rude
- **B** polite
- **C** a fact
- **D** a complaint about the price

Exercise 3.1 (b)

3.1 *(Four choices, one correct. One mark each.)*

(b) "I would be grateful if you could..." is

- **A** rude
- **B** polite
- **C** a fact
- **D** a complaint about the price

(b) B

Exercise 3.1 (c)

3.1 *(Four choices, one correct. One mark each.)*

(c) Which ending is right after “Dear Sir or Madam”?

- **A** Love,
- **B** Yours faithfully,
- **C** See you!
- **D** Bye bye,

Exercise 3.1 (c)

3.1 *(Four choices, one correct. One mark each.)*

(c) Which ending is right after “Dear Sir or Madam”?

- **A** Love,
- **B** Yours faithfully,
- **C** See you!
- **D** Bye bye,

(c) B

Exercise 3.1 (d)

3.1 *(Four choices, one correct. One mark each.)*

(d) Explaining the effect of a problem means saying

- **A** the price
- **B** how it causes trouble for you
- **C** your address
- **D** the colour

[4]

Exercise 3.1 (d)

3.1 *(Four choices, one correct. One mark each.)*

(d) Explaining the effect of a problem means saying

- **A** the price
- **B** how it causes trouble for you
- **C** your address
- **D** the colour

[4]

(d) B

Exercise 3.2

3.2 Use Source A. Write the full email to the online shop (100 to 120 words), in three paragraphs: the problem with the facts, the details and the effect, and your request with a date. Use a formal start and end. [6]

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3.2

One mark for each correct letter; a written answer earns marks for each clear, relevant point, as listed. formal start and end; facts from Source A; clear details; the effect; a clear request with a date; polite, firm tone and paragraphs