

Name: Abby

Date: 25th April, 2021

Smart kids Zoom 14/15 Complaint story Draft 2

Title: Genki Sushi Complaint Letter



Dear Genki Sushi manager,

I am writing to complaint about some serious
problems I noticed in my last visit to your restaurant.

Last Saturday, I visited City One's Genki Sushi
shop to buy the classic sushi set. During my meal, I first
took a bite of the salmon sushi, but when I was about
to take another bite, I saw a headless worm from ⁱⁿ my
salmon sushi! That meant I had already eaten ^{the} other
half of the worm's body! I felt absolutely disgusted and I
had goose bumps. I immediately spat it out. ✓✓ Although I

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was shocked and furious, I still politely and sincerely told the waiter to change ^{it} mine to another sushi set for me.

However, instead of apologizing and changing it for me, the waiter ignored me. When I asked ^{the other} another waiter^s for help, they either ignored me or told me that the worm must ^{have} gotten there ^{it's not their fault.} from my own. I felt utterly furious.

At the end, as I was going to pay and leave, I realized ~~However~~ your staff ^{had} charged me for two sets! So I had to ask for the manager before your restaurant ^{gave me a} made to refund and then exchanged a new sushi set for me ^{✓ ✓} rudely and impatiently. I really can't ^{believe} believe it!

hygiene and appalling customer service. Please work on it! Because
nobody want to be good. I'll never come back or recommend
to my friends unless you can solve all these problems.

← Your faithfully,

← Abby Pang

Name: Ceci

Date: 29th April, 2021



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Title: Saizeriya Restaurant Complaint Letter

15 MAY 2021

Dear Saizeriya manager=



I am writing to complaint about the awful
experience I had at your restaurant.

Yesterday, I went to your restaurant to have my
lunch. I ordered a cheese pizza and some chicken
wings and waited for them patiently. After 30 minutes,
my food still had not arrived! Then, I went to ask
the waitress, she insisted the food will arrive

^{immediately}
immediately! After another 15 minutes had passed, the
pizza finally arrived! I was starving! Suddenly,

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I saw a cockroach on it! It was burnt too! I was
so disgusted! After that, I complained to your waiter.
However he deliberately ignored me! I was furious! So
I found another waitress, the waitress apologized to me
sincerely and she said I didn't need to pay. She also
said she can changed to a new dishes for me.

At the end, I turned down her kind offer
because I didn't know whether there would be another
cockroach too! After that, I left your restaurant as
quickly as I could. I'm so bitterly disappointed with your
restaurant. Before this incident, your restaurant was

my favourite! I hope you can pay attention to your poor

hygiene level!

Your faithfully,

Coco Chan

Name: John Date: 15 May 2021



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Title: MX Restaurant Complaint letter



15 MAY 2021



Dear MX manager,

I am writing to complaint about the unpleasant dinning experience I had at your MX restaurant.

In the evening of the 24th April, 2021, my family and I went to your MX Restaurant in Fo Tan for dinner. I ordered my favourite food, the baked pork chop rice. The menu said it needed to take 15 minutes to cook. Therefore

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I waited with my family patiently and
chatted together happily. However, after
waiting for almost 30 minutes, the rice
still had not arrived. I was getting
impatient and wanted to ask the staff
about it. But the staff rudely ignored
me and kept playing with his phone
deliberately. Then I felt furious and
my stomach rumbled like thunder because
I was starving. After another 20 minutes, my
rice finally arrived. I was shocked, because

the rice was as cold as an ice cube. I was
fuming and ^{irritated} ~~bad-~~tempered to have this terrible
dinner.

I am still angry about your shocking customer
service and awful food quality. People won't
like your restaurant if you don't do something
about these problems.

Yours faithfully,

Dora Chow

Name: Vivian

Date: _____

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Title: The Bubble Tea Shop Complaint Letter



15 MAY 2021



Dear Sir / Madam,

I am writing this letter to complaint
about the terrible experience I had at your
bubble tea shop.

Yesterday, I visited your bubble tea shop
in Sha Tin with my friends. We ordered the
most popular drink, brown sugar pearl milk.
After I received my bubble tea, I immediately
drank it. However, it tasted unusual. Therefore,
I asked the waiter about the drink but he

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said that it is ok. So I believed what he said.

After 10 minutes, I drank all the bubble tea. Suddenly, I saw some small cockroaches floating in the milk! I was absolutely disgusted and shocked. I wanted to vomit. I ran back to the shop. Although I told the waiter patiently, he yelled at rudely and said that it was my own fault! I was utterly furious. The waiter was so irresponsible.

At the end, I found the manager. She

finally apologized and gave me a full refund
reluctantly.

I am very disappointed with your
staff and your drinks. I will never come back
to your shop again. If you don't solve the
hygiene and customer service problems, no one
will visit your shop!

yours faithfully,

Vivian Yuan