

Name: _____ () Class: _____ Date: _____

Your aunt went and watched a musical performance but she was not happy with her experience. She is showing you the letter of complaint she has written. Read the letter of complaint.

Text 2 Letter of complaint

Dear Sir/Madam

Re: Complaint about the Singing Monkey Musical

① I am writing to lodge a complaint against the Singing Monkey Musical performance I attended on 5 May at the Sha Tin Central Hall. When I saw the advertisement for your show in my local paper, the testimonials claimed it was 'an unforgettable night' and 'a performance unlike anything you have ever seen', so I had high expectations for it.

② Delayed by an hour, the show started at 9 p.m. The least the staff could have done was explain the reasons for the postponement to the audience, and perhaps offer some complimentary refreshments, but no such steps were taken. Instead, we waited in our seats wondering when the show would finally begin and there was no one around for us to ask what the problem was.

③ When the show did kick off, we unfortunately could not hear anything for the first 20 minutes because of technical difficulties with the sound system. All we heard was static with intermittent shrieks of deafening feedback. Everyone in the audience had to cover their ears. The proper action would have been to restart the performance, instead the actors continued on as though nothing was amiss.

④ Finally, the sound returned, but at this point the audience was completely lost and could not follow the plot. To make matters worse, some clowns suddenly appeared and started juggling, but we had no idea how this related to the previous acts! Watching them throw some balls around, we were dumbfounded by this circus act, which seemed to belong in a different show altogether.

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5 Halfway through the musical, the props started disintegrating. For example, the scenery split into two and a chair collapsed causing an actor to tumble onto the ground when he tried to sit on it. It was very alarming and I was more than a little concerned for the performer's safety. Then, the

30 curtain fell from the ceiling and landed on the stage with a thunderous crash! Terrified by the accident, two elderly ladies in the audience fainted. Their relaxing night at the theatre was clearly ruined. At this point, the stage manager told us that this was the end of the Singing Monkey Musical. He acted as though the falling curtain was part of the act! I knew this was false

35 by looking at the startled looks on the performers' faces. We were sent home without an apology for the horrendous performance.

6 I feel deeply disappointed by this clearly unprofessional and under-rehearsed musical. The show certainly was 'unforgettable' and 'unlike anything I have ever seen', but not in a good way and I am certain this was

40 not the way you had intended it to be! To make matters worse, my tickets were very pricy as I had bought seats in the VIP area. I would like a full refund of the cost of my ticket. I have attached a copy of the receipt for your reference. Please do not offer me free tickets to another show in place of a refund, as I would rather not have to endure another dreadful debacle like

45 this again.

I look forward to receiving your reply.

Yours faithfully,

Victoria Sze



Challenging reading and comprehension

Unit 5

Name: _____ () Class: _____ Date: _____

Comprehension 2 *Your sister wants to know what the letter is about. Answer her questions using information from the letter. For multiple-choice questions, choose the best answer and blacken ONE circle only.*

- 1 Use ONE word to complete each blank. Make sure your answers are grammatically correct.

Victoria read an i) _____ in her local newspaper about the Singing Monkey musical performance. It claimed people would not ii) _____ the night, and that the performance would not be iii) _____ anything that the audience had iv) _____ previously.

- 2 Find words in paragraphs 1–2 that mean the same as the following:

- i) to formally present _____
- ii) a change to a later time or date _____
- iii) given for free _____
- iv) questioning _____



- 3 What is the purpose of paragraph 2?

- 4 What are TWO steps Aunt Victoria believes the organizers should have taken when the show was postponed?

- i) _____
- ii) _____

- 5 Complete the sentence below.

Aunt Victoria could not hear anything at the beginning of the musical because

_____.

- 6 i) How did the performers react to the sound problems?

- ii) What did Aunt Victoria think they should have done?

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7 Why was the audience unable to understand the circus act?

8 Find a word in paragraph 5 that means the opposite of 'quiet'.

9 Did Aunt Victoria believe that the falling curtain was part of the performance? Use evidence from the text to support your answer.

10 i) What is Aunt Victoria referring to when she uses the quotes 'unforgettable' and 'unlike anything I have ever seen' (lines 38–39) in the concluding paragraph?



ii) What does she mean when she says it had those qualities, 'but not in a good way' (line 39)?

11 Why does Aunt Victoria not want any free tickets?

12 Which of the following are given as reasons why Aunt Victoria was unhappy with the performance? Tick (✓) TWO statements only.

Statements

- i) Her seat was broken.
- ii) The show started later than originally planned.
- iii) The show was suddenly cut short.
- iv) She was scared by the falling curtain.

Challenging reading and comprehension

Unit 5

Name: _____ () Class: _____ Date: _____

13 Which of the following statements are facts? Which of them are opinions? Put a tick (✓) in the correct boxes.

Statements	Fact	Opinion
i) I attended the Singing Monkey Musical performance.		
ii) It was very alarming.		
iii) Two elderly ladies in the audience fainted.		
iv) The tickets were very pricy.		
v) The show certainly was 'unforgettable'.		

14 Match the main points (A–D) with one of the paragraphs on the left. Write the correct letter (A–D) on the line next to the paragraph number.

Paragraph no.	Main point
i) Paragraph 2 _____	A Bizarre performance choices
ii) Paragraph 3 _____	B Lack of sound
iii) Paragraph 4 _____	C Dangerous accidents
iv) Paragraph 5 _____	D Punctuality problems



15 Do you think the organizers should give Aunt Victoria a full refund? Explain your answer.
