

Name: _____ () Class: _____ Date: _____

Your aunt 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

I am writing to complain about the Singing Monkey musical performance on 5 May at the Sha Tin Central Hall.

- 5 Delayed by an hour, the show started at 9 p.m. Unfortunately, we could not hear anything for the first 20 minutes because there was a problem with the sound system. It was very annoying.

Finally, the sound came back on, but some clowns suddenly appeared and started juggling. Watching them perform, we were surprised by
10 this circus act.

During the musical, the props started falling apart. For example, the scenery split into two and a chair broke and fell down. I was shocked. Then, the curtain fell from the ceiling and landed on the stage! Frightened by the accident, two old ladies in the audience fainted.
15 Then, the show was stopped. We were sent home without an apology.

I think it was a very bad experience. I feel very disappointed by it. I would like a full refund of the cost of my ticket. I have attached a copy of the receipt.

- 20 I look forward to receiving your reply.

Yours faithfully,

Victoria Sze



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 Why couldn't Aunt Victoria hear anything at the beginning of the musical?

There was a problem with _____.

- 2 Which word in paragraph 4 means the same as 'pulled apart'?

A broke

C fell

A B C D

B faint

D split

☐ ☐ ☐ ☐

- 3 What does 'the accident' (line 14) refer to?

A the clowns' circus act

C the chair falling down

A B C D

B the scenery splitting into two

D the curtain falling from the ceiling ☐ ☐ ☐ ☐

- 4 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 planned.

iii) The show was suddenly cut short.

iv) She was scared by the falling curtain.

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

Statements	Fact	Opinion
i) I went to the Singing Monkey Musical.		
ii) It was very annoying.		
iii) Two old ladies in the audience fainted.		
iv) I think it was a very bad experience.		

- 6 What is the writer's main purpose in writing the letter?

A to ask organizers to fix the props

B to get a refund for a ticket

C to find out why the show was stopped

A B C D

D to ask organizers to cancel the circus act

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