

Name: _____ () Class: _____ Date: _____

Your aunt has gone to the circus and it was a disappointing show. She has written a letter of complaint to the circus company. Read the letter of complaint.

Text 2 Letter of complaint

Dear Sir/Madam,

Re: Complaint about *Super Spectacular Circus*

I am writing to complain about the *Super Spectacular Circus* performance on 17 April at
5 AsiaWorld-Expo. Sadly, the show was an unpleasant experience and a let-down.

First of all, my friend and I were very upset with the seating arrangements. Buying the most expensive tickets for the front row, we
10 expected to get a clear view of the stage. However, our seats turned out to be very high up. Craning our necks to see what was happening during the performance, we both had aching and stiff necks by the end of the
15 show. Unfortunately, we also missed some of the action entirely, such as the contortionist's act. The rest of the audience was applauding while she bent her body in (what I assume were) amazing ways. Sadly, we could not see
20 any part of the act as she was low to the ground and near the back of the stage.



Secondly, we were disappointed in the chaotic logistics and organization. Asked to arrive two hours before the show, we showed up on time. However, there were no clear directions anywhere as to where we should line up. Everyone just gathered at the entrance and stood there until the doors opened. What made things even worse was that
25 the show started an hour late, which meant that we waited for three hours outside the hall. There was no apology from management about this, or even an update on when the show would start.

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Unit 5

Name: _____ () Class: _____ Date: _____

30 Thirdly, the air conditioning broke. Fanning myself during the interval, I noticed that several people had to be taken to the first-aid station because of the sweltering heat. Management made an attempt to apologize for the poor ventilation, but no concessions were offered to make the undesirable situation less difficult.

35 Finally, the performance was unexceptional and uninspiring. For example, the clowns were not very amusing. The magician made many mistakes and amateur errors. In fact, he completely lost an audience member's watch when he tried to make it 'disappear'. When the jugglers came out, they dropped all sorts of objects. One bouncing bowling pin nearly hit me in the face. I stayed wide awake in
40 case anything else came flying my way! My friend, on the other hand, who usually loves the circus, actually fell asleep because of the mind-numbing and second-rate performances.



45 I am sure you will agree that our experience was unsatisfactory. I know that this dreadful performance is below your usual standards. Last year, I had a chance to see *Wonderful and Weird*, the previous circus performance your company put on. I still think fondly of those stellar performances.

50 In comparison, *Super Spectacular Circus* was an absolute joke. I believe we should receive a full refund for our tickets. If not, I am afraid that I will not be able to support your company's performances in the future. I have attached copies of the relevant receipts.



I look forward to your reply before the end of this week.

55 Yours faithfully,
Maddison Lam

Name: _____ () Class: _____ Date: _____

Comprehension 2 *Your brother wants to know why your aunt is disappointed with the performance. Answer his questions using information from the letter of complaint. For multiple-choice questions, choose the best answer and blacken ONE circle only.*

1 When did Maddison see the circus?

☐ B getting no apology from management

☐ C everyone going to the entrance

☐ D the show starting an hour late

2 Why was Maddison unhappy about sitting in the front row?

☐ A other people were blocking her view

☐ B it was hard for her to see the performance

☐ C the tickets were too expensive

☐ D it was too hot

6 Based on the information in lines 28–31, use ONE word to complete each blank.

During the break, several people had to receive (i) _____ care because of the (ii) _____ heat.

3 Why does the writer use the phrase 'what I assume were' (lines 18–19)?

☐ A she could only guess what it looked like because she could not see

☐ B she does not know what a contortionist does

☐ C she has read about contortionists, but hasn't seen one in person

☐ D she has a very positive impression of contortionists

7 Does Maddison think that the management company handled the air conditioning problem well? Provide evidence from the text to support your answer.

4 Complete the sentence.

Maddison and her friend could not see the contortionist because _____

_____.

8 The writer mentioned some problems about the performers in lines 32–43. Match the performers with the problems given in the column on the right.

Performer(s)	Problem
i) _____	dropped their props
ii) _____	were not very entertaining
iii) _____	lost an audience member's watch

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Unit 5

Name: _____ () Class: _____ Date: _____

9 What was the name of the last circus performance that the company produced?

10 Decide whether the following statements are facts or opinions. Put a tick (✓) in the correct boxes.

Statements	Fact	Opinion
i) I am writing to complain about the <i>Super Spectacular Circus</i> performance.		
ii) The chaotic logistics and organization were disappointing.		
iii) The clowns were not very amusing.		

11 Complete the following report on the letter of complaint. Use ONE word to complete each blank.

Complaint report—*Super Spectacular Circus*

Location of performance: (i) _____

Summary of complaints

- The (ii) _____ arrangements were unsatisfactory.
- The performance started (iii) _____.
- The (iv) _____ was not working properly.
- The acts were unexceptional and second-rate.

Actions to be taken in the future

- (v) _____ the audience if there is a delay.
- Give (vi) _____ to the audience if problems arise during the show.
- Improve the quality of the acts.

12 Find words from Text 2 that have the following meanings.

i) showing your approval by clapping your hands (adj., lines 7–20)	
ii) the practical organization that is needed to make a complicated plan successful when a lot of people and equipment are involved (n., lines 21–27)	
iii) not done or made well or with skill (adj., lines 32–43)	
iv) excellent (adj., lines 44–54)	