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建议阅读原文

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在人们的生活中经常会发生一些事情，比如消费利益受损、正常生活和工作受到干扰等等令人伤脑筋的事情，有时写封投诉信不失为一个解决的办法。投诉信通常包括以下几个方面的内容：说明投诉的原因并表示遗憾；实事求是地阐述问题发生的经过，切记不要夸大其词；指出问题引起的后果；提出批评及处理的意见或敦促对方采取措施或者提出所希望的赔偿以及补救方式。

写作“三步走”：说明投诉问题>描述具体情况>期待解决方案
Tips:写投诉信时语气要冷静、郑重、克制，不必过于礼貌。但也要就事论事，不能进行人身攻击。同时，在描述问题时尽量采用被动句式，使描述更加客观合理。 Directions:

You bought a digital camera in a store last week, and you have found that there is something wrong with it. Write a letter to the store manager to explain the problem, express your complaints and suggest a solution. You should write about 100 words on ANSWER SHEET 2. Do not sign your own name at the end of the letter. Use

“ Li Ming ” instead. Do not write the address. 范文： Dear Manager, I venture to write to complain about the quality of the digital camera I bought last Friday at your store. During the five days the camera has been in my possession, problems have emerged one after another. For one thing, the screen is always black, making the camera no different from a traditional one. For another, the battery is distressing as it supports the camera ' s operation for only two

hours. Therefore, I wish to exchange it for another camera or declare a refund. I will appreciate it if my problem receives due attention.

Yours, Li Ming 译文：尊敬的经理：我冒昧给你写这封信，投诉我上周五在您商店里购买的数码相机的质量问题。购买至今的五天中，各种问题一个接一个地出现。一方面，相继屏幕总是黑屏，我们使用起来仿佛和传统相机没有区别。另一方面，电池的状况也不尽人意，只能支持相机工作两个小时。因此，我希望可以换一个相机，否则我要求退款。我希望这个问题能够得到足够的重视。 谨上，李明

闪光词汇及词组
：venture: v. 冒昧，斗胆 in sb ' s possession: 拥有 emerge: v. 显现出来 one after another: 一个接一个 make sth no different from sth: 使...和...没有区别 distressing: adj. 令人苦恼的，使人痛苦的 万能句型：I venture to write to complain about... For one thing...

For another... Therefore, I wish to exchange it for another ... or I declare a refund. 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com