Skill: Writing	Level of Assessment: Intermediate High
ACTFL Topic: Health Matters, restaurant, preferences	Title: Complaint Letter

You were at a restaurant recently. The restaurant advertises a smoke-free outdoor seating area; however, because the tables are very close to each other, you were seated right next to a table in the "smoking" section where several people were smoking. Although you enjoyed the food, the cigarette smoke really bothered you and your younger cousin who has asthma.

You were very disappointed with the situation at the restaurant and decide to write a letter to the restaurant manager to complain.

Step 1: Before you write the letter, you might want to consider writing a few notes, taking the following topics into consideration.

1. Write an introduction: Explain the problem you experienced when you were at the restaurant.

   _____

2. Offer a suggestion on how to improve the situation and how this would impact the general atmosphere in the restaurant.

   _____

3. Write a conclusion asking that this issue be examined and that you be notified of the changes.

   _____

4. Thank the manager for his help.

   _____

Step 2: On the next page, write a letter to the restaurant manager. Write one paragraph for each of the topics in step 1. The letter should be at least eight to ten (8-10) sentences.

Dear _____,

Step 3: Revise your letter, if necessary. Pay attention to your vocabulary, grammar, and spelling.
Rating: Holistic, descriptive rubric: intermediate