

【內容】全文主題清楚切題，第一段指出雖然飯店設備完善及活動豐富，但是時程安排掌控不佳，以致作者及其家人錯過百老匯秀。第二段點出服務人員有時情緒化且不友善，並以實例具體指出食材不新鮮，如蔬菜氧化變黃、使用冷凍肉品等。第三段提出住房折扣及免費百老匯票一張作為補償。措辭語氣委婉得體，針對缺失提出改善之期望。文章內容頗富創意，與多數考生不同，令人印象深刻。

【組織】段落分明，開頭、發展及結尾的安排順暢，轉承語使用得宜（如：Following that, in regard to），全文連貫得當，皆按提示寫作。

【語言】句子結構語法大多正確，句型富有變化（如：Following that would be the customer service.），能善用修辭技巧，用字遣詞得當（如：establishments, gorgeous, a wide variety of, amenities, synergy, exceptionally, be willing to, cuisine, to be exact, ingredients, rubbery）。

May 4, 2019

Dear Manager,

My family and I have stayed in one of your establishments during the winter vacation. The place was gorgeous and the accomodation was outstanding. But there were some issues that I would like to express. First of all, it was nice to have a wide variety of amenities and events to spend time with. But the schedules were poorly planned. Resulting in us missing the Broadway show due to one of the events that ended too late. I hope the schedule could have more synergy between events.

Following that would be the customer service. Credits to all the staff that have been exceptionally helpful during our stay. Although they were all very willing to help, the staff were often moody and didn't have friendly expressions. Finally, the cuisine. Breakfast to be exact. The ingredients weren't fresh. For example, dishes that involve vegetables were all oxidized and yellow. Eggs were rubbery and meats were all frozen products. I hope to see an improvement upon all the dishes.

In regard to all the problems, I wish to receive a discount to our next stay including a free Broadway pass. I look forward to all the possible improvements and thank you for hearing me out.

Sincerely,
Helen