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روابط مواقع التواصل الاجتماعي بحسب الصف الثالث الثانوي



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المزيد من الملفات بحسب الصف الثالث الثانوي والمادة لغة انجليزية في الفصل الثاني

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Kingdom of Bahrain  
Ministry of Education  
Muharraq Secondary Girls School

# Eng 302

## **Revision Booklet** **Writing Help**

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***2017 / 2018***

# *Discursive Essay* ( For & Against)

## ( Layout)

*In the last few years.....(topic )..... has been one of the issues people have become interested in. Yet, it has been one of the topics they differ about. Some people think it is positive and has many advantages. Others are against it and believe that it has a lot of disadvantages.*



*On the one hand, .....(topic)..... has many supporters. It is strongly felt by many of them that ... ( topic)..... can have its bright side. One of the arguments for.....( topic)..... is that...*

*( the first advantage )..... In addition,.....( the second advantage).....Furthermore,..... (the third advantage).....*



*On the other hand, there are arguments against.....(topic)..... .Many people feel that .....(topic)... can have many disadvantages. First of all,..( the first disadvantage )..... What's more,,.....( the second disadvantage )..... . Finally,.....(the third disadvantage ).....*

*As we have seen above, nothing is perfect. Everything can be dark or bright; positive or negative. It depends on the way we deal with it.*

*Therefore, I believe that we should.....( opinion ).....*

TYPE PERSONAL NAME

## A LETTER OF COMPLAINT (Product)

Recipient's address

( Layout )

Sender's address

Date

Dear Sir, (Mr..... )

I am writing to complain about .....*the name of product*.....which I bought from  
.....*the name of store or company* .....on.....*the date or the period* .....

I enclose copies of the receipt and the guarantee.

In your advert you claim that the ..... *the name of product*..... is of a high quality, cost effective and can work well without any problems. However, when I came to use it I discovered that it is faulty and has caused me a lot of problems. For example, in your advertising, you claim that the .....*the false claims*..... unlike what you claim, I found out that .....*the faults ( the problems)*....

When I took the .....*the name of product*.....back to the shop, the assistant said it was my fault and refused to help me.

I insist that you give me the refund or replace it for a new one. Unless I receive a satisfactory reply within the next two weeks, I will have to take legal action.

I look forward to hearing from you in the very near future.

Yours faithfully / Yours sincerely,

.....*Name*.....

.....*Signature*.....

TYPE PERSONAL NAME



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***Students' Work***

***Previous Exams***

TYPE PERSONAL NAME

## A Letter of complaint ( bad service )

(Layout)

Sender's address

Date

Recipient's address

*Dear Sir, (Mr.....)*

*I am writing to complain about the bad service in ...the name of the place..... on  
.....the date.....*

*I have been (a repeated customer /student.....) in your.....the name of the place..... for  
three years, and I have always been satisfied with your service. Last week, however,..... the  
problems.....*

*I had to wait for a long time to be attended to. I repeatedly asked your staff for help but they ignored  
my request. For me it was the first time I receive such a bad treatment in your.....the name of the  
place .....*

*When I complained to the supervisor, he was very rude to me and didn't give my complaint  
the due care.*

*I am still angry and I would like an apology from you, and a guarantee that this  
will not happen again. Otherwise, I will never come again.*

*I look forward to hearing from you in the very near future.*

*Yours faithfully, / Yours sincerely,*

*.....Name....*

*... ..Signature.....*

TYPE PERSONAL NAME

## A letter of Complaint

Company  
address \_\_\_\_\_

( Product )

Sender  
address \_\_\_\_\_

Dear Sir,

Date

I am writing to complain about (a leather jacket) which I bought from your store while on holiday three weeks ago. I tried a jacket on in the shop and checked it carefully for flaws. When I got to the cash desk, however, the assistant persuaded me to take one which was already packaged and assured me it was perfect.

When I got home and tried the jacket on, I found a large rip under the side pocket. As you realize, I was extremely upset to discover this. The jacket was by no means cheap, and I only bought it from you because of your reputation for quality.

When I took the jacket back to the store ,not only did the assistant refuse to refund my money, but said it was my fault. He was extremely rude. In fact I have always recommended your store to friends in the past. I shall think twice before I do so again.

I am returning the jacket with this letter and look forward to receiving an apology and a full refund of the cost-€290.50

I look forward to hearing from you,

Yours faithfully

.....

.....



TYPE P-----

# Letter of complaint

Company  
address \_\_\_\_\_  
\_\_\_\_\_

**(Service)**

Sender  
address \_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

Date \_\_\_\_\_

I am writing to complain about some problems which were caused by your hotel. I am really upset with the situation.

First let me tell you how the bad situation has started. It has all began on Sunday. I was in your hotel because I was having a meeting and my manager was with me.

The first problem was that the room was not organized well. As a result it was dirty and I felt nervous about it. Moreover, the waiter was slow and didn't serve quickly. So , the food was cold and not tasty. Another thing to add is that I have been paid over charged for the room service and it cause for me embarrassment.

When I complained to the supervisor, he was very rude to me and didn't give my complaint the due care

I would like you to update your staff with new system. Also you can change your chief for better food. In addition you must let the customer know about all things that will charged on them.

I would like you to follow up this matter otherwise I will take a legal action.

I look forward to hearing from you.

Your faithfully,



# Discursive Essay ( For & Against )

## ( Fast Food )



Nowadays a problem of fast food is widespread all over the world. Fast food restaurants are situated almost in every country. The most popular of them are McDonald's, Burger King's, KFC restaurants. Some people think it is positive and has many advantages. Others are against it and believe that it has a lot of disadvantages

On the one hand, Some people argue that the effects of fast food are bad for health. So, the most serious drawback of fast food is that it badly affects on health. Firstly, fast food contains a lot of calories, which can make you overweight, and this is one the most important problems of it . As a statistics says: "One out of four persons eats fast food every day". Furthermore, overweight, in the most cases, leads to problems such as heart diseases. What is more scary, is that you can also receive a high blood pressure and most types of cancer. One more disadvantage of fast food, which is not less important than the previous ones, is that it almost doesn't contain vitamins . Due to these entire disadvantages one should think before choosing fast food.

On the other hand, the greatest advantage of fast food is that it saves time. When a person does not have enough time for cooking it is very convenient to buy it already made. Moreover, buying fast food is more handy while travelling, for example, when you do not have an equipment . Add to that, You can also find dishes in menu those are not so unhealthy. For instance, there are you can always find salads and juices. Besides, fast food restaurants are cheaper than the others and this is one more reason why people choose them.

To sum it up, I am convinced that fast food is more harmful than healthy, but if we eat it not very often, it will not damage our health.

# Discursive essay ( A Social Problem )

## ( Homelessness )



Homelessness is seen as a controversial subject that statistics show is on the increase. This makes homelessness a problem in society that cannot be ignored. Firstly, let us examine some of the causes of homelessness. Also, let us examine some effects of it and how we can help to solve the problem of homelessness.

There are many reasons for becoming homeless such as: family problems, debt, drug abuse and poverty. Firstly, some people who become homeless are homeless because of debt. This happens when people do not have enough money and have to borrow loans which they cannot pay back. This can lead to homelessness. Secondly, the most homeless people take drugs and also that they do not work hard enough to get what they need. Older people can face homelessness when they lose their jobs and out from their homes because they cannot pay the rent. These people either have no family, or their families are unable or unwilling to help them.

There are many effects of homelessness. First of all, anyone is capable of turning to crime out of desperation, ending up harming others in an attempt to steal money. Secondly, homelessness and having no money creates a climate for crime which is what we want to prevent

If people become homeless as a result of family breakdown or employment problems, should we not as a society to help them? So, to solve this problem we can find some ways to help the homeless people. One of the ways of preventing it could be to offer more support to people before they find themselves homeless. Although there are charities offering financial support and suitable jobs. or to give people food and housing needs

# STUDENTS' WRITINGS

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Letter of complaint : service .

Dear Sir,

With due respect, I am writing this letter to complain about your restaurant service which was truly unsatisfying and unexpected.

I was here a couple of days ago with my family, celebrating my daughter's birthday. I had already booked a special room and chose the design of the cake. Everything was supposed to be perfect but unfortunately everything went wrong and it was a miserable birthday party!

First, the room I booked was supposed to be enough for 15 persons, but it was very small and uncomfortable. Then, the food was late and cold. My son said that his meal was salty and he could not eat it. Moreover, the staff was slow and lazy. The most unsatisfying thing was the cake! To my surprise, it was not the design I told the chefs about!

When I spoke to the customer service to get my money back, he refused to listen to my complaint and did not respond.

I am very upset from your poor service, and I am asking for my money back and an apologize about that miserable night. In case I do not get a good respond I will not hesitate to use the legal actions. I look forward to hearing from you soon.



Thank You!



"I really appreciate all the effort."



## Discursive essay : Internet.

The use of "Internet" has increased rapidly in the last few years. This is infact a serious topic as some people use the internet in a wrong way which leads to great social problems. However, some people are in favour of using the internet frequently, while others think that it has serious negative effects on society.

On the one hand, the people who are in favour of using the internet have their own reasons. They believe that the internet has made our life much easier. You can simply search on something within minutes instead of spending hours reading books to get the specific information needed. Also, internet is one of the best means of entertainment and communication by using social media. You can communicate with people from any place easier and much cheaper.

On the other hand, there are many people who still refuse the idea of using internet. Some parents think that the excessive use of internet can harm their children. They can watch abusive contents that can affect their behaviour and manners. Also, people use the internet to make fake websites and accounts to harm people and threaten them.

All in all, the use of internet is a serious issue that has both positive and negative points. But from my point of view, the positive points overweight the negative. Internet is extremely important in our society, yet the excessive use of it can cause problems.



Well-done  
Keep it up





Draft ( )

Domestic violence is one of the common social problems which our Arabian world suffer from. There are many reasons that lead to this problem, and every reason has it own effects and ways to deal with it. Consequently, we are writing this essay to discuss these points.

To start with one of the most important reason is that poor relationship between the mother and the father causes a bad parenting and growing up in a violent environment. Also, The difference in treatment and discrimination between children. Furthermore, Misunderstanding of the religion customs and traditions. Domestic violence has many effects. Such as people wont feel so comfortable in their houses. Even there will be no bonds between the family members. As well as it will affect the childrens psychological state.

Despite that, there are many ways to solve this problem. Firstly, we should teach children positive behaviours. Secondly, stay away from trying to show the problems of the parents in front of children. Finally, Try to resolve the problems in a calm and not resort to violence ever.



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What you have done well	* Outstanding Group
What would improve your work	
To improve my work I will	Grade (Optional)
Date: 15/3/2018	Sig.: <i>Nadia Atieh</i>

Hind Aljowder  
Maryam Shawqi  
Raghad Alnajjar  
Shyma Mohd

Sci 8

## "Complaint Letter"



Dear Mr. Jehad Ali,

I am writing to complain about the bad preparation your hotel arranged for my sister's graduation party last month. I enclose a copy of the receipt.

It has been the first time for me dealing with your hotel, and I am sorry to let you know that I was very disappointed with the bad organisation of your hotel. In fact I contacted with your staff a month before the party day, and I made sure I was very clear with all of my requests. However we did not find a lot of our requests done at the party day, and the ones that were available were not properly done.

When I complained to the supervisor, he was very rude to me and did not give my complaint the due care.

I am still angry and I would like an apology from you and a guarantee that this will not happen again. Otherwise, I want half of my money that I paid for the party back, since I paid for things I did not get.

I look forward to hearing from you in the very near future.

Yours sincerely,

Jehad Ali.

*Jehad*

Done by: Yasmeeen & Raghad

6 Com 8

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What you have done well

Perfect writing ideas

What would improve your work

Amazing connected sentences

To improve my work I will:

Grade

(Optional)

Date:

24/4/2018

Sign:

Nadia Aliech

Teacher:

SWANLINE

\* ١٢، ١٣ \* ذكريات أمين / فريام عبد الرزاق / سارة محمد / سحره علي



Q: you have ordered a bouquet of flowers for your best friend's birthday. The birthday got over and your friend did not receive her flowers yet. Write a letter of complaint to the flower shop manager complaining and stating your reasons of dissatisfaction and demanding a solution for your case.

Dear sir/Madam

\* I am writing to complain about bad service.

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How do you think you have done?  
: Wonderful writing  
: Keep it up  
What would you like to do to improve your work?  
: 24th April, 2018  
Date: Sig.: Teacher: Nadia Aicheh

\* I have been a repeated customer in your flowers shop, for three year and I have always been satisfied with your service. Last week (however), I have ordered a bouquet of flowers for my best friend's birthday got over and my friend did not receive her flowers yet. I had to wait for a long time to be attended to. I repeatedly asked your staff for help but they ignored my request. For me it was the first time I receive such a bad treatment in your flowers shop.

\* when I complained to the supervisor, he was very rude to me and didn't give my complaint the due care.

\* I am still angry and I would like an apology from you, and a guarantee that this will not happen again. Otherwise, I will never come again.

\* I look forward to hearing from you in the very near future.

yours faithfully → The Kroyat Ameen → Al-Kameel



