



CORSO DI ORDINAMENTO

**Indirizzo:** TECNICO DELLA GESTIONE AZIENDALE

**Tema di:** LINGUA INGLESE  
(comprensione e produzione in lingua straniera)

Flat 303 Lucky Mansions  
856 Cheung Sha Wan Road  
Cheung Sha Wan  
Kowloon

4 March 2009

The Administrative Officer  
Exhibition Services  
Exhibitions International  
33 Kadoorie Avenue  
Kowloon

Dear Sir/Madam

I attended your exhibition Sound Systems 2009 at the Fortune Hotel from 20 - 25 February and found it informative and interesting. Unfortunately, my enjoyment of the event was spoiled by a number of organizational problems.

Firstly, I had difficulty in registering to attend the event. You set up an on-line registration facility, but I found the facility totally unworkable. Even after spending several wasted hours trying to register in this way, the computer would not accept my application. I eventually succeeded in registering by faxing you.

Secondly, the exhibition was held at one of Hong Kong's most prestigious hotels, but frankly the venue was better suited to a medium-sized business conference than to a large exhibition open by registration to the public. The lack of space led to serious overcrowding in the venue, particularly at peak visiting times (i.e. lunch times and early evening). On one or two occasions I was also seriously concerned about the physical safety of attendees.

The final point I want to make concerns product information. It is very enjoyable to see and test a range of excellent sound systems, but it is also important to be able to take away leaflets on interesting products, so that more research can be done before deciding which system to buy.

However, by the time I attended the exhibition all the leaflets had been taken.

Could I please ask you to look into these matters - not only on my behalf but also on behalf of other attendees, and in fact on behalf of your company, too.

I look forward to hearing from you. Yours faithfully

*Michael Leung*

Michael Leung  
Adapted from <http://elc.polyu.edu.hk>



**1. Leggi la lettera e rispondi alle seguenti domande.**

- a. What exhibition did the writer attend?
- b. What is his first cause of complaint?
- c. What was the venue of the exhibition like?
- d. What solution is suggested by the writer?

2. Scrivi una lettera di risposta di scuse.