

**Year 2/English-Performance Assessment**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Class:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Rubric: Formal Letter Writing - A Complaint Letter**

| **Criteria** | **5 Points** | **4 Points** | **3 Points** | **2 Points** | **1 Point** |
| --- | --- | --- | --- | --- | --- |
| Introduction | Clearly and effectively introduces the purpose of the letter in a formal manner. | Introduces the purpose of the letter in a formal manner. | Attempts to introduce the purpose of the letter in a formal manner. | Introduction lacks clarity and formality. | No introduction present. |
| Main Body | Addresses the complaint clearly and provides supporting details effectively. | Addresses the complaint and provides some supporting details. | Addresses the complaint but lacks supporting details. | Attempts to address the complaint, but lacks clarity and organization. | Main body is missing or irrelevant. |
| Conclusion | Summarizes the main points and leaves a lasting impression. | Summarizes the main points effectively. | Attempts to summarize the main points. | Conclusion lacks clarity or relevance to the complaint. | No conclusion provided. |
| Writing the Address | Includes a correctly formatted recipient address and return address. | Includes a correctly formatted recipient address OR return address. | Address format is attempted but has errors. | Address format is incorrect or incomplete. | No address included. |

Write a letter of complaint to an owner of a hotel, you are complaining about the quality of food and the bad service there. (give examples of your bad experience that you witnessed there).

**The sender address:** Nasr city, 71 street.

**The recipient address:** ElGouna, 156 street.

**The sender’s name:** your name

**The recipient’s name:** Mr. Ali

**The Date:** Sunday, 21st January 2024

**Make sure to include the following:**

1-Introduction

2-Main body

3-conclusion

4-Greeting

5-closure

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