

## Reading – Part 4

Read the document and the question.

Then choose the correct answer.

Why is Ben writing to the hotel?

- ☐ To ask for a new suitcase
- ☐ To complain
- ☐ To offer an apology
- ☐ To book a room

Nettles Hotel  
Park Road  
Cardiff  
CF 12 7QH

23 Carpenter's Lane  
Rickwood  
WD3 7HG

19th February N

Dear Sir or Madam,

I am writing to see if you can help me resolve a problem concerning a piece of luggage I took by mistake. I would also like to apologise for any inconvenience I have caused another guest at your hotel. When I got home last Sunday I discovered that I had accidentally taken the wrong suitcase.

I have an identical suitcase and picked the wrong one up without checking, leaving my own suitcase at the hotel. I am afraid that there is no label or other form of identification on the suitcase I took. Is there a way I can return it to its rightful owner and pick up my own missing luggage?

Once again, I'm sorry for what happened and any trouble it has caused.

Yours faithfully,

Ben Haynes