

General reading task 1:

**You travelled by plane last week and your suitcase was lost.
You have still heard nothing from the airline company.**

Write to the airline and explain what happened. Describe your suitcase and tell them what was in it. Find out what they are going to do about it.

Dear Sir/Madam

I have attended last week's flight from Paris to London identified by the number: X77CA6. Unfortunately, my suitcase was lost and I have informed the staff about the incident. They promised to get back to me in five days, but it has been a week since then and there is still no news. So I hope maybe you can help me out based on the high-level service the airline provides.

The suitcase is red with horizontal black lines on it. The size is slightly bigger more than medium and not very huge though. You can find a little scratch on the upper left corner as well as one below it. Its content is pretty much clothes and other personal belongings; For instance, my brand new trimmer and a couple of perfumes.

I would really appreciate if you informed me of its status whether it is its the good news or bad because (as you already know) there is a limited time to file for the insurance company in order to claim for the loss.

I Look forward to hearing from you. Thanks in advance for your kind cooperation.

Regards,
Sina