

### Imagine:

For Christmas you were given a Parabot, a robotic parrot, which has been the most popular gift for children aged 10-13 this year, a craze ten times more popular than Zhu Zhu hamsters, Furbys and XBoxes. The Parabot cost £35, all your friends have one and you had been looking forward to receiving one for months.



The advertised features of the Parabot are:

- It can fly elegantly.
- In 'flight mode' the Parabot can fetch things for you that are close at hand but also deliver messages to friends who live up to five miles away.
- It can imitate different voices exactly and can be programmed to give you reminders e.g. 'Don't forget your English homework,' or 'Remember your PE kit'.
- The Parabot can play your favourite music on command.
- If you get several Parabots together they will organise a dancing and singing extravaganza to entertain you and your friends.
- In 'flight mode' you can also race the Parabots.

Unfortunately, your Parabot is **faulty**.

### Task one

Think of reasons why your Parabot might be faulty, and write a list of these. Here's an example to get you started:

*You programmed your Parabot to give you weekly reminders on particular days during the school term, but it started shouting at you to pack your bag, do your homework and go on a 5 mile run at 10 minute intervals on Christmas Day.*

### Task two

Write a letter of complaint to Rekkit Robots, the manufacturers of the Parabot using the correct layout and style for a formal letter of complaint. The address for Rekkit Robots is: Unit 1, Market Industrial Estate, Robin Way, Feathertown, FYI 2RP.

Before you begin writing, plan your structure so that you have a convincing opening, explanation of the issues, what you feel entitled to as compensation and why, and a conclusive signing off.

