

### Red

It was **frustrating** to hear that my train was cancelled. I **could not** believe that I would have to wait one hour for the next train. My **companion** was expecting me to arrive for lunch and my **unreliable** phone ran out of battery so I was unable to give them a **call**. I **will not** be using that train company again: they are **unsatisfactory**. **As a result**, I am going to write a formal letter of complaint: they **should** give me a refund.

### Yellow

**There are many possible solutions. Here is one example:**

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### Green

**There are many possible solutions. Here is one example:**

It was **frustrating** to hear that my train was cancelled. I **could not** believe that I would have to wait one hour for the next train. My **companion** was expecting me to arrive for lunch and my **unreliable** phone ran out of battery so I was unable to give them a **call**. I **will not** be using that train company again: they are **unsatisfactory**. When I eventually got my train, it was **cramped** and **the temperature was unacceptable**. **I have to admit**, I thought the day **could not** get any worse until the return train was also cancelled. **In the future, I am** leaving my house much earlier to avoid being late. **As a result of this day**, I am going to write a formal letter of complaint: they **should** give me a refund.