



FORMAL LETTERS

35 Princess Street
Dublin
DX35LY

25th January 2011

Customer Services
109 Regents Park
London
NW 12 6MB

Dear Sir or Madam,

I am writing to complain about a digital clock radio that I bought from Designers Electronics in Grafton Street in Dublin three months ago. I bought it as a present for a friend. It worked perfectly for a few days but then some problems started. It can only tune in to a few radio stations instead of hundreds. I can't switch the night light on and off. The alarm clock does not work either. As a result my friend was late for work.

When I returned the clock radio to the shop, the shop assistant was extremely unfriendly and refused to repair it or give me a refund.

I would be grateful if your company could repair the digital clock radio for me. If this is not possible, I would like a full refund so that I could buy something else for my friend.

I look forward to hearing from you shortly.

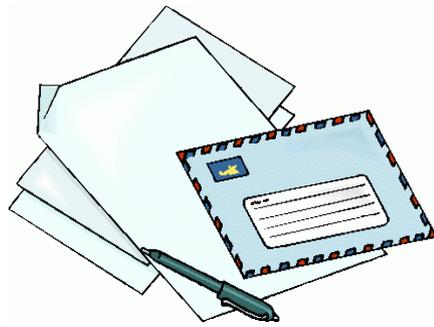
Yours faithfully,

Margaret Harper

ANSWER THESE QUESTIONS ABOUT THE LETTER

- Where do you write your address?
- Where do you write the receiver's address?
- Where do you write the date?
- How do you start the letter?
- How do you end the letter?

WRITING GUIDE



READ THE LETTER AND NUMBER THE FOUR PARAGRAPHS:

FIRST PARAGRAPH - reason for writing

SECOND PARAGRAPH - description of what happened

THIRD PARAGRAPH - what does the writer wants/actions he wants them to take.

Ending the letter

FOURTH PARAGRAPH - closing

WRITING TASK: write a letter of complain about a pair of boots you bought and they have different shades of colour, one is darker than the other.

- Use the correct layout
- Start and finish the letter correctly
- Use formal language (do not use colloquial language or contractions)
- Include all the information in the 4 paragraphs.

