



Revision of formal written letters

Remember contractions are not formal

Use **do not** instead of **don't**

52 Green Lane
Winchester
SO23 9FR
16th November

Dear Sir / Madam,

I am writing to complain about the holiday your agency arranged for me and my family.

Because you spelt our name 'Brawn' instead of 'Brown' on the booking form, the hotel took two and a half hours to check us in. As a result of this, the hotel gave our room to someone else. Moreover, the room we got was much smaller. Therefore, our youngest child had to sleep in our bed. Consequently, no one got much sleep.

For these reasons, we would like a refund on the money we paid for our 'once in a lifetime' holiday. Furthermore, we would like a letter of apology from your agency for making our holiday so miserable.

Yours faithfully,

Their address

Your address

Date

Greeting

Purpose of the letter

Main body of the letter

Subordinate clauses to open sentences are useful

Formal and cohesive languages helps the letter to be more fluent

Concluding paragraph which references the purpose of the letter again

Closing of the letter

Signature

The Manager
Modern Restaurant
Sector 23
Vashi

6 July 2010

Dear Sir / Madam,

I am writing to complain about a meal we had in your restaurant yesterday.

We had booked a table for six but when we arrived there were no free tables and we had to wait for more than 45 minutes to sit down.

From a menu of 12 dishes, only four were available and their quality was poor. The fish, in particular, tasted awful and the waiter was rude when we told him about this.

We have eaten in your restaurant several times in the past but this is the first time we have received such bad treatment. I am not asking for a refund but I would like you to improve the quality of your dishes and service.

Yours faithfully

(Handwritten signature)

Ravi Menon

Sector 23
Vashi
New Bombay

Be explicit in your explanations. That way the reader is clear and the purpose of the letter is maintained. **Vary your sentence openers and avoid repeating the same word too often**

**Useful sentence starters and phrases for arguments include:**

The latest evidence reveals/suggests that...

It is a widely known/acclaimed fact that...

Recent trends/statistics show/reveal...

Science suggests...

History tells us...

Scientists and psychologists have confirmed that...

On the one hand...

A counter argument...

The flip side of the coin/argument is...

Conversely...

In contrast, we know that...

Over x% of the x population have identified/stated that...

*When writing a balanced argument, it is important to remember that it doesn't matter whether you are **for** or **against** the issue to begin with. You must present both sides of the argument fairly and as objectively.*

Then, in the final paragraph, after balancing both sides of the argument, you can state which side you agree with.

The language of Arguments

Evidence to support your argument is important.

Eg Should homework be banned?

*It is widely agreed that children who engage in homework regularly, perform better in end of term tests and exams. **In a recent survey, 80 % of those children who achieved highly, were also able to evidence regular and positive engagement in homework activities.***

This supports the theory that homework activities to practise and consolidate learning, positively impact on children's standards in test situations.

It needs:

- an introduction;
- opposing views of for and against;
- supporting evidence;
- a concluding paragraph that includes the writer's own opinion; to be interestingly written.

It should have:

- a mixture of causal conjunctions and adverbials.

It has to be:

- written in the third person (except final paragraph);
- written using formal and technical language.

Passive voice often supports the formality required in a balanced argument.

Instead of:

Everybody disliked Scrooge in the book, because he hated Christmas.

We could use the passive voice (key words to help are is/ **was/were** and **by**):

*Scrooge's reputation in " A Christmas Carol" **is** irreparably damaged **by** his open dislike for all things associated with Christmas*

Instead of :

Most people think that Jacob Marley is dead because it says so at the beginning of the first chapter.

We could use the passive voice (key words to help are is/ **was/were** and **by**):

In the opening paragraph of the first page of "A Christmas Carol" it is established by Dickens that Marley was dead, to begin with.