

Task 1 (Red Task)

Fill in the correct sign off at the bottom of each letter. Use either 'Yours sincerely' or 'Yours faithfully.'

Dear Mr Visagie,

I am writing to you to inform you that I feel blue on the ReflectEd colours because I feel confident to coach people on how they should sign their letters.

Yours **sincerely**
Mrs Knights

Dear Sir/Madam,

I am writing to you to express my outrage that I have to work on my birthday. I find this completely unacceptable and I would like you to make all birthdays into National holidays from now on.

Yours **faithfully**
Mrs Knights

Dear **Mrs Knights (or any other name)**

I am writing to let you know how happy I am that you have helped me through the years. You have been the best teacher ever.

Yours Sincerely,
Frank.

Dear **Sir/Madam**

I am writing to you because we have run out of toilet roll in our school, and I would like to request that your toilet paper company send us some as a matter of urgency.

Yours Faithfully,

Mr Smith

Task 2 (Yellow Task)

Have these letters used the correct greeting and sign off? If not, can you correct them?

Dear Mr Wheeler,

I am writing to complain about the condition of the playground. Over the last two weeks, I have noticed a great deal of litter.

It is my opinion that this litter is a health hazard. For example, yesterday a year 4 boy fell over and cut his hand on a broken bottle. The boy in question needed four stitches.

I believe that there are a number of things that you could do to rectify this problem. Firstly, it may be possible for you to purchase additional litter bins. This would help prevent people discarding their litter recklessly.

I hope you will take my concerns seriously and I look forward to your reply.

Yours Faithfully, should be 'Yours sincerely'

John Smith

Correct/Incorrect

Dear Mr Snape,

I am writing this letter to inform you about my current unhappiness regarding our working arrangements. It is beginning to have a negative effect on my personal life and I believe that now is the time to share my true feelings and perhaps the situation can change.

First of all, I will tell you about the various issues that I have at work. I am treated like a third class citizen when I am in your home, completing difficult and tiring tasks with old, rusty tools (if I am lucky enough to have any at all!). I only receive a 20 minutes break and these are occasionally unpaid! I am often redoing tasks that have been destroyed by your children's vicious and sneaky pets...it is a surprise that I haven't been attacked by those creatures!

Furthermore, the damp and dusty rooms are starting to cause increasing problems for my health and I was recently prescribed medicine by the doctor. I simply cannot continue to work in these unbearable conditions, my body needs time to heal!

Under the circumstances, I feel that I deserve a rewritten contract, or the option to leave the role as your house elf and find a different, more suitable occupation.

Yours sincerely,

Dobby the House Elf

Correct/Incorrect

Dear Editor,

As a regular reader of your newspaper, I would like to congratulate you on the high quality of your work, especially with regards to your position to condone those who wastefully choose to travel abroad for their holidays. I have spent many joyful summers in our glorious countryside and in our bustling cities and I cannot recommend the United Kingdom more highly to your readers.

The UK is *incredibly* underrated as a location for holidays. Just think of the variety available: from water sports in the Lake District to camping in the Cotswolds, the picturesque coast of Rhyl to endless activities in London, the UK has something for everyone. Whether you enjoy the quiet, comfort of the countryside or a city break in York or Bath, I guarantee there is something for everyone if you are willing to look. Hidden gems are everywhere.

Yours sincerely should be 'Yours faithfully'

Correct/Incorrect

Karen Flowers

Task 3 (Green Task)

Look at these examples of written communication.

What type of communication is it? (informal letter/ formal letter/ email/ card/ postcard)

Is it formal or informal?

Have they used the correct greetings and sign off?

Dear Archie,

I hope you have a wonderful birthday.

Lots of love,

Mum and Dad **Card, informal, correct greeting and sign off**

Dear Sir/Madam,

I am writing to you to inform you that I wish to apply for the position of chief superhero, as advertised on your website. I have attached my CV and I look forward to discussing the position even further with you. I believe I would be a valuable addition to your organisation.

Kind regards,

Batman **Email, formal, correct greeting and sign off**

Dear Dad,

We are having a lovely time on our holiday. We have eaten enough ice cream to sink a ship, and spent most days relaxing on the beach.

Yours faithfully should be informal- e.g. 'Wish you were here'/ 'Lots of love'

Hazel **Postcard, informal, incorrect sign off**

Dear Mr Ferguson,

I am writing to ask you to please consider coming out of retirement to come back and manage Manchester United.

Since you have retired, the team's performance in the premier league has been mediocre at best. I think they would do much better if you considered coming back to coach them, as the players loved and respected you.

I look forward to hearing your decision, and I would urge you to make the right choice.

Yours Faithfully, should be 'Yours Sincerely'

Fred the Red, Mascot.

Formal letter, incorrect sign off