

Task 1 (Red Task)

On the next pages, look at the letters that are in the wrong order. Try and put the paragraphs in the correct order using this format:

1. Addresses and date
2. Greeting, and explanation of why you are writing the letter.
3. Content of the reasons for writing the letter.
4. Outlining what you expect to happen.
5. Sign off

Letter 1: a, e, c, d, b

Letter 2: b, c, e, a, d

17 Oakwood Road
Ringwood
New Forest
Hampshire
RI10 1EF

Jen's Skate Shop
42 High Street
Long Eaton

Monday 6th January 2012

Dear Customer,

We would like to tell you about a project we are supporting that would improve the skating facilities in Long Eaton. If you can spare money to donate to the project, we assure you that it will greatly help young people in the community.

We hope that you will make a donation for this very good cause. You may give money directly to Jen's Skate Shop, or pay using a credit card online at our website, www.jensskateshop.co.uk. Thank you for your custom, and we hope to see you at the new skate park very soon!

The council has offered to match any donations we can raise for a new skate park near the Tesco Extra, on land which is currently an unsightly area full of building rubble. Our team of staff has volunteered to clear the site, and if we are able to raise £12,000 the council will pay the remaining cost of building a brand new skating area.

As skating enthusiasts, you will no doubt recognize the many benefits of our sport – fitness, social interaction and dedication, all of which are excellent for young people's development. If you donate to this project, you will receive a month's free pass as a thank you.

Yours faithfully,
Jen Clark.

Wheeler's Deals
12 Main Street
Baytown
Kent
KT15 8RL

7 Jasmine Road
Essex
EX36 9EL

26th July 2016

Dear Mr Wheeler,

I bought a red, 2005, Buzuki Whiz from your dealership on 16th July 2015 and to say I am unhappy with the purchase is an understatement. I've tried calling your garage a number of times but as soon as I give my name, the line goes dead. I'm writing this formal letter of complaint to inform you of the serious issues I have had with the vehicle and what I expect from you as a result.

I started having problems just days after I bought the car from you. These issues include thick smoke coming from the exhaust, faulty windscreen wipers, a heater which only blows cold air, a broken horn and just yesterday one of the wing mirrors fell off. Mr Wheeler, you told me that this car was in excellent condition.

Firstly, I demand a full refund by the end of the month. Furthermore, the car is sitting in our driveway and I expect that someone will come to collect it by the end of the week. Please be assured that if my expectations aren't met, I will be taking the matter further.

Yours sincerely,

Mr S. Holmes

Mr S. Holmes

Task 2 (Yellow Task)

Look at the following letters. Which section of the letter is missing? Can you fill in the missing section?

1. Addresses and date
2. Greeting, and explanation of why you are writing the letter.
3. Content of the reasons for writing the letter.
4. Outlining what you expect to happen.
5. Sign off

Morbley Council
4 Middle Street
Morbley
MB2 FFH

116 Longroyd Lane
Morbley
MB9 PPQ
SB1 9SF

Monday 1st February 2013

Dear Sir/Madam,

I am a very concerned local resident, having just read an article in the Morbley News informing me that the council is considering closing the sports centre. I am writing to let you know the reasons why I strongly disagree with this decision. **Missing the reason for writing**

Demolishing the centre, in order to create extra car parking for the town, is an outrage as the centre is an important public service. More parking will encourage more vehicles into what is an already very congested town, bringing extra pollution with it too.

I am one of the many locals who uses the centre every week, along with my children. The centre is a way for everyone to keep fit and healthy, so surely this must be protected?

I think it is terrible that local people haven't been given a say in the matter so I have started a petition to keep the centre open. I have also begun a campaign encouraging local people to visit the town on public transport in order to reduce the need for more car parking.

I urge you to reconsider your plans.

Yours faithfully,

Louise Jones

Mrs Louise Jones

Missing the sender's address, date and sign off.

Stanbury County Council
17 Union Street
Stanbury
SB1 7EF

Stanbury Primary School
Edge Road
Stanbury
SB1 9SF

Monday 30th January 2016

Dear Mr Mayor,

My name is Martha Stewart, and I am in Class 5P at Stanbury Primary School. I am writing to ask if you would be able to come and open our amazing vegetable patch and school garden, on Tuesday 22nd March at 2pm?

We have been working hard on this area for the last two years and now produce many different crops, which are used in our school dinners. Each class has to look after one section of the vegetable patch and we voted to decide what each class would like to grow; our class chose potatoes. Our head teacher, Mr Barratt, organised a school sunflower growing competition and our class came first. We have also planted hundreds of daffodil bulbs ready for spring.

I really enjoy spending time in our garden because I think that it is peaceful place and a wonderful experience to see things growing.

After the opening, we would like to invite you to a special celebration tea party with our school councillors and school gardener of the year, voted for by the pupils. We really hope you will be able to join us.

Yours faithfully,

Martha Stewart

Martha Stewart

Task 3 (Green Task)

Look at the following letter.

Can you put them into the correct order, and figure out which section is missing? When you have found the missing section, can you write it out?

There are some other mistakes in this letter, can you correct them?

Mr and Mrs Jones
37 Peterborough Road
Nuneaton
Warwickshire
CV17 7BM

McDonalds PLC
Big Mac Place
Shuttle borough
Kent
KE62 3MC

Date was on the wrong side 15th October 2009

Dear Sir/Madam- Using just a first name is not very formal. If you don't know the full name, use 'Dear Sir/Madam'

I am writing to complain about the terrible service I received in your Nuneaton Branch last week. My family and I were hoping to go for a quick bite to eat on the way to visit some friends of ours. We arrived on Friday 13th October and joined the queue.

We waited for what seemed like hours, only to be served by a grumpy-looking, rude teenager who got our order completely wrong. My daughter is a vegetarian and was mortified when she opened her burger to find a piece of chicken inside. We immediately reported it to your manager, who stated that we probably ordered the wrong thing. This is obviously not true- why on earth would we order a chicken sandwich for a vegetarian? **Missing section: outlining the reasons that have led you to write your letter, in this case complaining.**

Therefore, we re-ordered my daughter's food and waited even longer, and were consequently late for meeting our friends. I expect a full refund for our disastrous meal and am enclosing a receipt. We await your reply which we expect to be with us in the next seven days.

Yours faithfully

The Jones family- better to write Mr Jones or Mrs Jones. If the recipient of this letter replies, they know who to address it to.