

Can I organise paragraphs  
in a letter?

# Fast Five

**Answer on the next slide.**

Can you correct these sentences?

1. the man quietly crawled along the floor
2. “how many slices do you want”
3. the Bee floated around the garden

## **Sentence checklist:**

- 1) Starts with a capital letter
- 2) Has a noun
- 3) Has a verb
- 4) Is a whole idea that makes sense on its own
- 5) Finishes with a full stop, exclamation mark or a question mark

# Fast Five

Can you correct these sentences?

1. **T**he man quietly crawled along the floor.
2. “**H**ow many slices do you want?”
3. **T**he **b**ee floated around the garden.

## Sentence checklist:

- 1) Starts with a capital letter
- 2) Has a noun
- 3) Has a verb
- 4) Is a whole idea that makes sense on its own
- 5) Finishes with a full stop, exclamation mark or a question mark

# Organising a letter

Letters have a very specific format, and the paragraphs need to be in the correct order.

In the top left corner of your letter, you need to write the recipient's address

Mr Stilton  
Cheesy Does It  
14 Camembert Way  
Cheddar  
Somerset  
SR1 2CD

Dear Mr Stilton,

123 Knights Crescent  
Essex  
EX52 1AB

26th April 2020

In the top right corner of your letter, you need to write your address

Under the recipient's address, you write the recipient's name. If you don't know their name, you write Dear Sir/Madam

Under your address, you write the date the letter was written.

# Organising a letter

Letters have a very specific format, and the paragraphs need to be in the correct order.

Dear Mr Stilton,

I visited your restaurant with my friends on Friday 24th April 2020 at 7pm, and I am very unhappy about the service we received. I asked to speak to a manager on the evening in question, but was told that they were unavailable, and no one has answered my phone calls, so I am writing this formal letter of complaint to inform you of the problems we faced and what I expect from you as a result.

We arrived at the restaurant to celebrate our friend's birthday, and we had to wait 45 minutes to be shown to a table, despite having called a week in advance to make a reservation. When we were eventually seated, I was horrified to discover that there was a big dollop of ketchup on my chair which I sat in, ruining my brand new jeans. When our meal arrived the food was cold as it had been left out for an hour, and there was a dead fly on the top of my cheeseburger. To make matters even worse, the burger bun was covered in mould. When we thought the evening could get any worse, it did. The birthday cake that I had dropped off earlier in the day to surprise my friend whose birthday it was, was indeed brought out with a rendition of 'Happy Birthday' as I had requested, but to my horror, it was taken to the wrong table. Already furious at how the evening had turned out, we were outraged at the final incident where the waiter then dropped ice cream all over my friend's head.

We tried to speak to the manager on the evening in question, but as they weren't available we were forced to pay the full amount on the bill, despite having had an horrific experience at your restaurant. Not only will we not be returning to your restaurant, I would like to receive a full refund of the bill that we were forced to pay, which I find outrageous considering none of us ate the food that we were served. Please be aware that if my expectations are not met, I will be taking the matter further.

Yours sincerely,

Mrs K. Knights

Paragraph 1, explain why you are writing the letter.

Paragraph 2, this is the main content of the letter where you outline the reasons that have led you to write the letter e.g. reasons for complaint. This could be split into multiple paragraphs if you have a lot to write about.

Paragraph 3, conclusion of the letter, outlining what you would like to happen as a result of writing the letter.

Sign off using, 'Yours Sincerely' or 'Yours faithfully'

# Try and organise these parts of a letter into the correct order.

Answer on the next slide.

Dear Mr. Smith,

I am writing to complain about the sprouts I bought from your shop last week. I came into your shop on Tuesday morning and bought 500g of fresh sprouts with a sell by date of 03.06.12 which, as you know, is next week.

Yours sincerely,

Miss. F. Gardener.

This was disappointing, as I had nothing else to eat. Following the disappointment I was forced to go out and buy other food. As it was late at night the choice of shops was not very good and I had to settle for a tin of soup. I would like a full refund. I paid in cash and I enclose the receipt. Please contact me at the above address if you need to me come into the shop to pick up the refund, otherwise please send me a cheque.

1. Addresses and date
2. Greeting, and explanation 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

Mr Smith  
Super Saver Supermarket  
24 Shoppers Lane  
Devon  
TQ8 6JN

64 Brown Lane,  
Foxhole,  
Devon,  
TQ9 7NJ

27th May 2012

When I tried to cook the sprouts, I found they were rotten inside. I had peeled the sprouts and cooked them with chestnuts. It was not until I tried to eat them that I found they were rotten.

# Try and organise these parts of a letter into the correct order.

Mr Smith  
Super Saver Supermarket  
24 Shoppers Lane  
Devon  
TQ8 6JN

64 Brown Lane,  
Foxhole,  
Devon,  
TQ9 7NJ

27th May 2012

Dear Mr. Smith,

I am writing to complain about the sprouts I bought from your shop last week. I came into your shop on Tuesday morning and bought 500g of fresh sprouts with a sell by date of 03.06.12 which, as you know, is next week.

When I tried to cook the sprouts, I found they were rotten inside. I had peeled the sprouts and cooked them with chestnuts. It was not until I tried to eat them that I found they were rotten.

This was disappointing, as I had nothing else to eat. Following the disappointment I was forced to go out and buy other food. As it was late at night the choice of shops was not very good and I had to settle for a tin of soup. I would like a full refund. I paid in cash and I enclose the receipt. Please contact me at the above address if you need to me come into the shop to pick up the refund, otherwise please send me a cheque.

Yours sincerely,

Miss. F. Gardener.

1. Addresses and date
2. Greeting, and explanation 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