

**Your task today is to read the two letters of complaint in the task document and decide which letter is formal and which is informal.**

**To show comparison of formal and informal language can you write a list of the different vocabulary in both pieces.**

**e.g.**

**Purchased – Buy**

**Contacted – Calling**

Red challenge: 5 pieces of vocabulary

Yellow challenge: 7 pieces of vocabulary

Green challenge 10 pieces of vocabulary

## Letter 1

100 Deadcar Avenue  
Fordham  
Warwickshire  
WF7 5FX  
30th March 2020

Wheeler's Deals  
12 Baytown Street  
Leicester  
LE3 6AQ

Dear Mr Wheeler,

I obtained a red, 2005 Buzuki Whiz from your dealership on the 16<sup>th</sup> July 2019 and to say I am unhappy with the purchase would be an understatement. I have tried contacting your garage a number of times, but as soon as I give my name the line goes dead. I am writing this 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.

Days after the purchase of the car, I experienced the following problems: thick smoke emitting from the exhaust, a loud rattling noise from beneath the bonnet, faulty windscreen wipers, a heater incapable of blowing hot air, a defective horn, a sun roof which refuses to open and just yesterday one of the wing mirrors detached abruptly. Mr Wheeler, you informed me that this car was in excellent condition.

First of all, I demand a full refund by no later than the end of the month. In addition to this, the vehicle is currently located on our driveway and I expect that a representative of your business will come to collect it by the end of this week. Please be aware that if my expectations are not met, I will be taking the matter further.

Yours sincerely,

Mr. M. Lane

## Letter 2

100 Deadcar Avenue  
Fordham  
Warwickshire  
WF7 5FX  
30th March 2020

Wheeler's Deals  
12 Baytown Street  
Leicester  
LE3 6AQ

Dear Mr Wheeler,

I got a red, 2005 Buzuki Whiz from your shop on the 16<sup>th</sup> July 2019 and to say I'm unhappy with it would be an understatement. I've tried calling your garage a lot, but as soon as I give my name the line goes dead. I am writing this letter of complaint to let you know the serious issues I have had with the car and what I want you to do about it.

Days after I bought the car, I had lots of things go wrong such as: thick smoke out of the exhaust, a loud rattling noise from in the engine, dodgy windscreen wipers, a heater that was always cold, a broken horn, a sun roof which won't open and just yesterday one of the wing mirrors fell off. Mr Wheeler, you told me that this car was in tip-top condition.

First of all, I want a full refund ASAP. Secondly, the vehicle is currently stuck outside my house. I expect that someone will come to get it by the end of this week. If you don't do what I've asked, I will be taking the matter further.

Yours sincerely,

Mr. M. Lane