

Red Task

Read the following emails and decide whether they are **formal** or **informal**:

<p>Dear Sir/Madam,</p> <p>I am writing to inform you of my upset when I opened the lucky dip bag I had recently purchased with my own pocket money.</p> <p>I was disappointed to find that my favourite toy brand had been replaced with an inadequate copy, which even had pieces missing.</p> <p>I shall expect to be fully compensated for the distress and inconvenience this experience has caused me and hope that you send a replacement promptly.</p> <p>Yours sincerely, Miss F. James</p>	<p>Hi Kerry,</p> <p>You know the lucky dip bag I bought when we went into town yesterday? Well, you'll never believe what happened when I opened it - there was a broken, copy of the toy instead of the real thing!</p> <p>I was so shocked and annoyed that I've emailed the company to tell them what I think.</p> <p>I hope they send me a new one ASAP so I can complete the set.</p> <p>Was your pack ok? I hope so.</p> <p>C u soon, Frankie</p>
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Formal

Informal

Yellow Task

Dear Sir or Madam,

I am writing to inform you that a pizza I had the misfortune to order at your restaurant was despicable.

The cheese was flavourless, the tomatoes rotten, and the base impossibly tough.

Never will I eat at your establishment again. Not only was the food terrible, but the waiting staff were aloof, and I had to wait two hours for my dinner!

I demand a refund, to be paid immediately.

Yours faithfully

FORMAL

Hello Sir or Madam,

I am writing to let you know that a pizza I was unlucky enough to order at your restaurant was rubbish.

The cheese was gross, the tomatoes gone off, and the base chewy as rubber.

Never will I eat at your joint again. Not only was the food pants, but the waiting staff were snooty, and I had to wait two hours for my grub!

I want a refund, to be paid now.

Cheers,

INFORMAL