

Red Task

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

Dear Sir/Madam,

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.

I was disappointed to find that my favourite toy brand had been replaced with an inadequate copy, which even had pieces missing.

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.

Yours sincerely,
Miss F. James

Hi Kerry,

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!

I was so shocked and annoyed that I've emailed the company to tell them what I think.

I hope they send me a new one ASAP so I can complete the set.

Was your pack ok? I hope so.

C u soon,
Frankie

Yellow Task

Dear/Hello Sir or Madam,

I am writing to let you know/inform you that a pizza I was unlucky enough/had the misfortune to order at your restaurant was despicable/rubbish.

The cheese was flavourless/gross, the tomatoes gone off/rotten, and the base chewy as rubber/impossibly tough.

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

I demand/want a refund, to be paid now/immediately.

Yours faithfully/Cheers,

Separate the formal and informal words in these sentences and write a formal and informal version of this letter.

Green Task

Write an account of your day up until now in both a formal and informal tone. Remember that when you use a formal tone, you cannot use contractions, abbreviations or slang.