

Red

In the passage below, replace the words/phrases in bold to make them sound more formal. Use the word bank to help you.

should	could not	as a result	call	will not
companion	frustrating	unsatisfactory	unreliable	

It was **so annoying** to hear that my train was cancelled. I **couldn't** believe that I would have to wait one hour for the next train. My **mate** was expecting me to arrive for lunch and my **stupid** phone ran out of battery so I was unable to give them a **bell**. I **won't** be using that train company again: they are **useless**. **Anyway**, I am going to write a formal letter of complaint: they **better** give me a refund.

Yellow

In the passage below, replace the words/phrases in bold to make them sound more formal. Once you have replaced the words/phrases, you may need to edit other parts of the passage to ensure it makes sense.

It was **so annoying** to hear that my train was cancelled. I **couldn't** believe that I would have to wait one hour for the next train. My **mate** was expecting me to arrive for lunch and my **stupid** phone ran out of battery so I was unable to give them a **bell**. I **won't** be using that train company again: they are **useless**. **Anyway**, I am going to write a formal letter of complaint: they **better** give me a refund.

Green

Edit the passage below to make it sound formal.

It was so annoying to hear that my train was cancelled: I couldn't believe that I would have to wait one hour for the next train. My mate was expecting me to arrive for lunch and my stupid phone ran out of battery so I was unable to give them a bell. I won't be using that train company again: they are useless. When I eventually got my train, it was squashed and way too hot. I've got to say, I thought the day couldn't get any worse until the return train was also cancelled. From now on, I'm leaving my house much earlier to avoid being late. Anyway, I am going to write a formal letter of complaint: they better give me a refund.