

Read a formal letter

Name _____ Date _____

Mid West Bank
102 High Street
Longbourne
Doncaster
DN4 5RN
15.7.24

Mr S Trent
6 Woodway
Filey
Stafford
SN6 4IP

Dear Mr Trent,

I am writing to notify you that there has been some unusual activity in your account (Number 123455666).

I would advise you to get in contact with us, as soon as possible to discuss the matter. You can contact us on our helpline by telephone, email or alternatively come in to your local branch if you wish to discuss this in person. There may be a perfectly innocent explanation for the activity in your account but we take security of accounts very seriously at Mid West Bank.

I look forward to hearing from you as soon as possible.

Yours sincerely,

Mr N Gander
Deputy Manager
Mid West Bank

131 words

Plan and write a formal letter

Name _____ Date _____



Writing task

You were shopping in a supermarket today and you witnessed an event that upset you. An elderly couple asked the assistant for help and the assistant was rude to them. They asked for help finding groceries, reaching items on high shelves and help at the till.

The assistant did the following: ignored them, continued her task, was disrespectful, pulled faces, unprofessional, said she was going off shift and to find someone else.

Plan and draft a formal letter of complaint to the manager of the store.

Address:

The Manager, Quicksave Supermarket, Fleetwood Road, Oxford OX1 8DR

Include: when and where you were shopping, an explanation of what happened and, how you felt then and now, what you would like done.

Use the correct layout, write in paragraphs. Check punctuation and spelling.

Write 250-300 words.