

Week 11

Primary 5/6

The Write Tribe

SITUATIONAL WRITING: FORMAL EMAIL

LIVEWORKSHEETS

Formal email: Complaint

Dear Mr. Hadriel Koh,

Re: Missing accessories for purchased item

I would like to express my disappointment from your unsatisfactory level of service. I have expected much more from a prestigious and reputed company of your standard. Unfortunately, I can't help but submit this letter of complaint hoping for a fast and adequate resolution.

{{In this paragraph, explain in detail what problems you faced. Include facts, numbers and dates to support your case. Write as much as required to explain the problem.}}

On 28th March 2021, I purchased a pocket radio from your Sembawang Branch around 2pm. Once I got home, I opened the packaging to discover that no charger was included. The packaging clearly states that a charger is included with the pocket radio.

I have enclosed the receipt to the item. I sincerely request a replacement or a refund.

I hope you agree with me that this is not acceptable under any circumstances. I trust that you will deal with this issue urgently. I also trust that you will take the necessary precautions to prevent such incidents in the future.

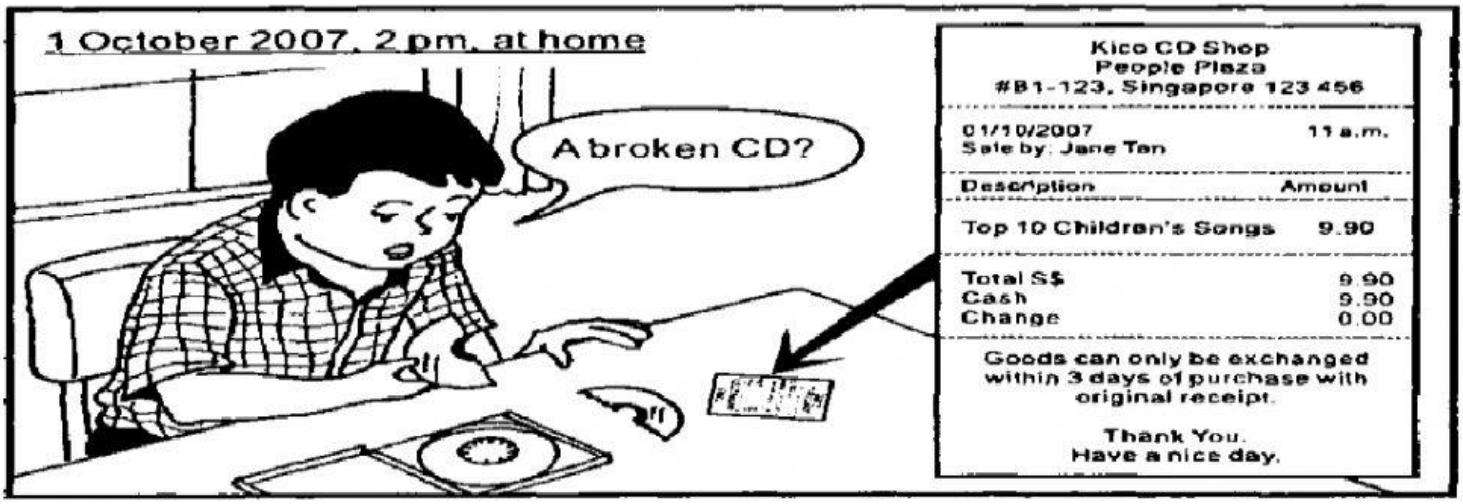
Yours sincerely,

{{Signature}}

{{Formal Name}}

LIVEWORKSHEETS







CD - Compact Disc

LIVEWORKSHEETS

Your task

Imagine you are the boy in the picture.

Write an email to to the manager of Kico CD shop to ask for an exchange for the CD which you discovered was broken.

You are to refer to the given picture.

In your email include the following information:
- the date you bought the CD
- When you went back to the shop and what happened there?
- How you felt about the incident?
- Why you be given a new CD?

You may reorder the points. Remember to write in complete sentences.

Purpose:

Audience:

Context:

LIVEWORKSHEETS

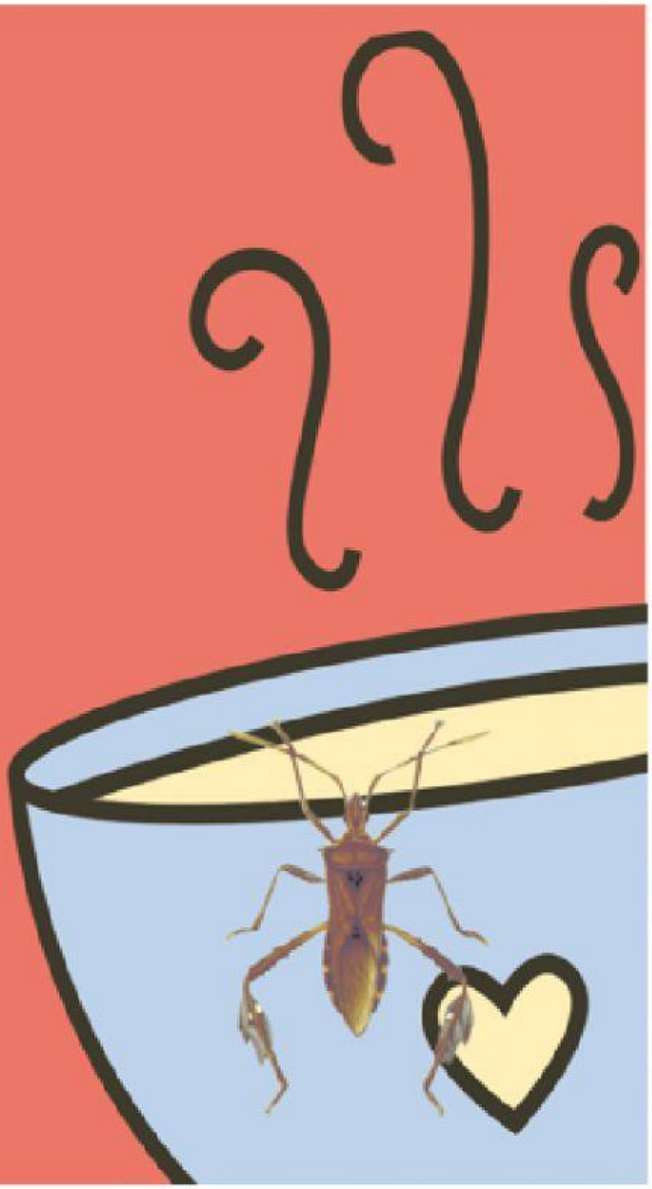
Formal email: Complaint

LIVEWORKSHEETS

MISO RESTAURANT
(WOODLANDS BRANCH)

20TH FEBRUARY 2021

AT 3.30PM, YOU WERE CELEBRATING YOUR BEST FRIEND GABRIEL'S BIRTHDAY. BOTH OF YOU DECIDED TO ORDER MUSHROOM SOUP. TO YOUR SHOCK, YOU DISCOVER A DEAD LIZARD IN GABRIEL'S BOWL. THE WAITER' WHO ATTENDED TO YOU WAS COLLIN NG. YOU COMPLAIN TO THE WAITER. HOWEVER, THE WAITER WAS RUDE. ANGRY, BOTH OF YOU LEFT THE RESTAURANT.



LIVEWORKSHEETS

Your task

Imagine you are Eliza Koh from the scenario above. This incident happened while you were celebrating your best friend's birthday.

Write an email to to the manager of Miso restaurant to complain about the terrible service you experienced.

You are to refer to the given picture.

In your email include the following information:
- the date of the incident
- When you complained what happened?
- How you felt about the incident?
- Why you think the issue needs to be addressed?

You may reorder the points. Remember to write in complete sentences.

Purpose:

Audience:

Context:

LIVEWORKSHEETS

Formal email: Complaint

LIVEWORKSHEETS