

Match the sentences to the part of the email (write the number of the correct sentence in the box)

1. Yours faithfully,
2. Dear Sir/ Madam,
3. I would like a full refund as soon as possible.
4. After leaving your shop today, I realized I had been charged \$100 instead of \$10.
5. I have been a regular customer of your shop for many years.
6. I am writing to express my dissatisfaction with the service I received.

GREETING

INTRODUCING YOUR REASON FOR WRITING

BACKGROUND INFORMATION

WHAT WENT WRONG

WHAT YOU'D LIKE TO HAPPEN

CLOSING