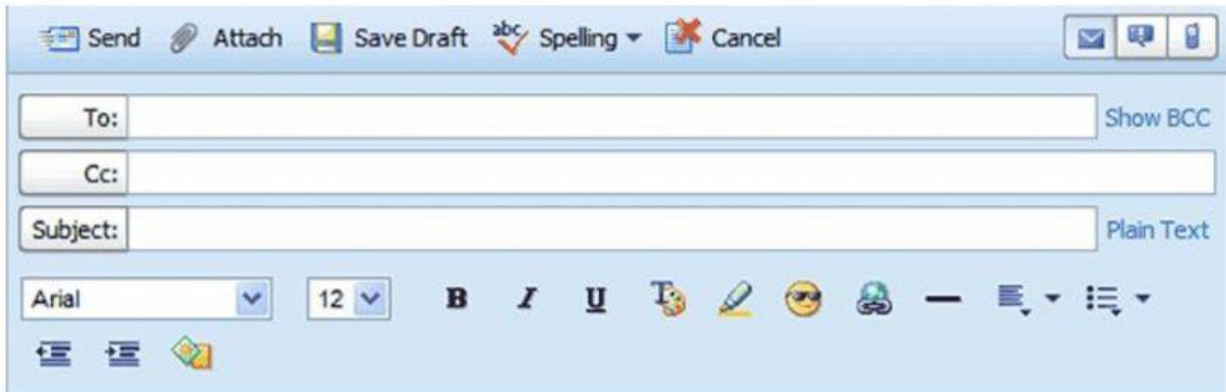


Writing production sample lesson: a complaint email

4. Editing our first version of the complaint email. (Individual work)

Make the necessary changes or adaptations needed before publishing. Focus on content.



A screenshot of an email composition window. The top toolbar includes buttons for Send, Attach, Save Draft, Spelling (with a dropdown arrow), and Cancel. On the right, there are icons for email, chat, and mobile. Below the toolbar are three input fields: 'To:', 'Cc:', and 'Subject:'. To the right of the 'To:' field is a 'Show BCC' link. To the right of the 'Subject:' field is a 'Plain Text' link. Below the input fields is a rich text editor toolbar. It includes a font dropdown set to 'Arial', a font size dropdown set to '12', and buttons for Bold (B), Italic (I), Underline (U), Text Color (T with a color picker), Background Color (a box with a color picker), Emojis (a smiley face icon), Insert Link (a chain link icon), and a separator line. At the bottom left of the toolbar are icons for text alignment (left, center, right, justified) and a link icon.