Name:..... Class:.....

LESSON 3: WRITING A LETTER OF COMPLAINT

Match the expressions in informal letters SIMILAR to those in formal ones.

Then write the correct answer in the ANSWERS COLUMN.

INFORMAL	FORMAL	ANSWERS
1. What do you need?	a. Please let us know your requirements.	1. .....
2. Thanks for the email of 12 Feb.	b. We would like to remind you that ...	2. .....
3. Sorry, I can't make it.	c. I look forward to meeting you next week.	3. .....
4. I'm sorry to tell you that ...	d. Thank you for your email received 12 February.	4. .....
5. Could you ...?	e. I am afraid I will not be able to attend.	5. .....
6. Don't forget ...	f. Would you like me to ...?	6. .....
7. Shall I ...?	g. I would be grateful if you could .../ I was wondering if you could ...	7. .....
8. But .../ Also ..../ So ...	h. Please accept our apologies for ...	8. .....
9. I'm sorry for ...	i. We regret to advise you that ...	9. .....
10. See you next week.	j. However .../ In addition ..../ Therefore	10.....

LIVEWORKSHEETS

LIVEWORKSHEETS