



**O'level**

**Foundation**

**Week 30**

**The Write Tribe**

# SITUATIONAL WRITING: FORMAL LETTERS



## Formal letter: Application

### 1. Who am I writing for? [Audience]

- They could be the public, principal, teacher, friend, company manager, town council etc

### 2. Why am I writing this? [Purpose]

- To give an account of something I witnessed, to complain about something, to explain, inform. instruct, convince and persuade, sell, etc

### 3. How is this piece to be written? [Format]

- report, letter, account, article. statement, review. speech etc

### 4. What is the tone I should use? [Language]

- formal, informal, persuasive, informative, argumentative etc



# WE'RE HIRING **FULL TIME WAITERS!**



## REQUIREMENTS

- Flexibility to work in shifts
- Attentiveness and patience for customers
- Proven work experience as a Waiter or Waitress



**CONTACT:**  
ANDY LAU  
MANAGER

## RESPONSIBILITIES

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials

## QUALIFICATIONS

- Minimum Qualification: N'Levels
- 18+ years old
- Speaks English fluently

## Formal letter: Application

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## Formal letter: Complaint

Blk 321  
Yio Chu Kang Ave 3  
#05-324  
S'pore 762321

30 March 2021

Mr. Hadriel Koh  
Manager  
Daiso (Sembawang Branch)  
13 Sembawang St  
S'pore 123267

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}}



# Formal letter: Complaint

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