

Formal and Informal email

Choose one of these two options. **Write** between 100-120 words (10-12 lines)

- Informal email:

Write an **informal email** to a friend, asking about his or her recent experiences at school.

Include information about your recent experiences, too.

- Formal email:

You bought a new phone on the internet but it doesn't work. Write a **formal email** to the customer services department of the internet company, explaining the situation and asking for a replacement.

Organise your ideas into paragraphs:

	Greetings
Paragraph 1	Why you are writing
Paragraphs 2- 3	The main ideas or topics you want to discuss
Final paragraph	What you would like to happen next/ closing message
	Closing expression