

## 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