

## FORMAL EMAILS

1. Write a formal email to Mr Kevin Bradshaw, Head of Customer Services, to make a complaint about a product you have bought online recently and ask for your money back. Mention what product it is, what model, and give it a reference number.
2. Write a formal email to a professor at the university. You are writing to him because you have not been able to attend his classes recently (give reasons without being too personal), and ask him for the possibility of putting off your exam dates.
3. Write an email to the Dean of the University of Cape Town, where you want to apply for the next course. Mention what course you are interested in, ask about the schedules and subjects. Make inquiries about the possibility of living on campus. Learn about how to get a scholarship and the costs of your stay there.
4. Write an email applying for a summer job as a (babysitter, children's monitor,...). Say why you would be interested in the job. Use one paragraph to explain why you would be suitable for the post. Make questions about the schedule, the responsibilities, the salary.
5. You have missed a flight due to unexpected delays but you are not offered any rebooking or any compensation from the airline. Write an email to the customer service department complaining about the service and asking for compensation.