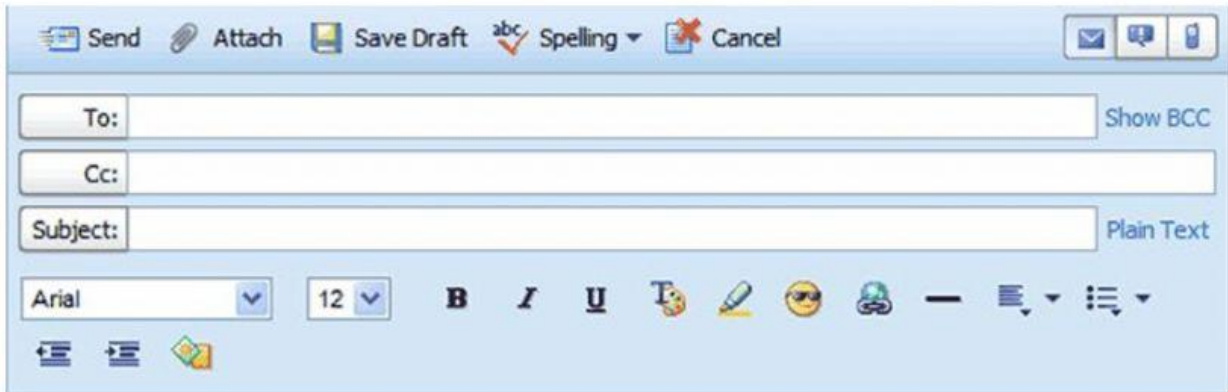


Writing production sample lesson: a complaint email

4. Editing our first version of the complaint email. (Individual work)

Make the necessary changes or adaptations needed before publishing. Focus on content.



A screenshot of an email composition window. The top toolbar includes buttons for Send, Attach, Save Draft, Spelling (with a dropdown arrow), and Cancel. On the right, there are icons for email, chat, and a mobile device. Below the toolbar are three input fields: 'To:', 'Cc:', and 'Subject:'. To the right of the 'To:' field is a 'Show BCC' link, and to the right of the 'Subject:' field is a 'Plain Text' link. Below the input fields is a rich text editor toolbar with a font dropdown set to 'Arial', a size dropdown set to '12', and buttons for Bold (B), Italic (I), Underline (U), Text Color, Background Color, Emoticon, Link, and Unlink. At the bottom left of the toolbar are icons for text alignment (left, center, right) and a link icon.