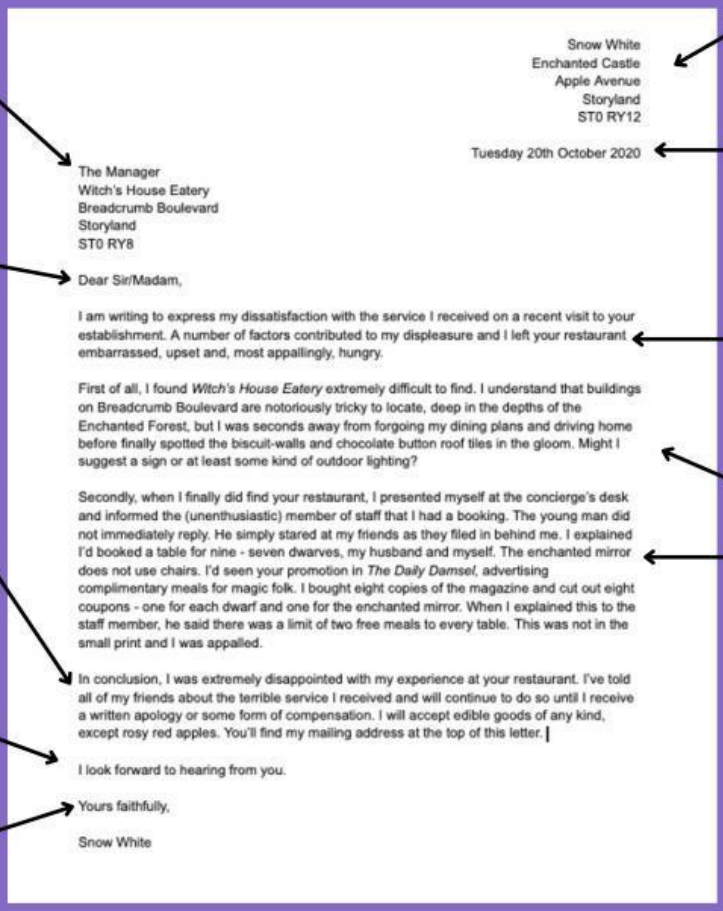
WRITING A FORMAL LETTER



Snow White
Enchanted Castle
Apple Avenue
Storyland
ST0 RY12

Tuesday 20th October 2020

The Manager
Witch's House Eatery
Breadcrumb Boulevard
Storyland
ST0 RY8

Dear Sir/Madam,

I am writing to express my dissatisfaction with the service I received on a recent visit to your establishment. A number of factors contributed to my displeasure and I left your restaurant embarrassed, upset and, most appallingly, hungry.

First of all, I found *Witch's House Eatery* extremely difficult to find. I understand that buildings on Breadcrumb Boulevard are notoriously tricky to locate, deep in the depths of the Enchanted Forest, but I was seconds away from forgoing my dining plans and driving home before finally spotted the biscuit-walls and chocolate button roof tiles in the gloom. Might I suggest a sign or at least some kind of outdoor lighting?

Secondly, when I finally did find your restaurant, I presented myself at the concierge's desk and informed the (unenthusiastic) member of staff that I had a booking. The young man did not immediately reply. He simply stared at my friends as they filed in behind me. I explained I'd booked a table for nine - seven dwarves, my husband and myself. The enchanted mirror does not use chairs. I'd seen your promotion in *The Daily Damsel*, advertising complimentary meals for magic folk. I bought eight copies of the magazine and cut out eight coupons - one for each dwarf and one for the enchanted mirror. When I explained this to the staff member, he said there was a limit of two free meals to every table. This was not in the small print and I was appalled.

In conclusion, I was extremely disappointed with my experience at your restaurant. I've told all of my friends about the terrible service I received and will continue to do so until I receive a written apology or some form of compensation. I will accept edible goods of any kind, except rosy red apples. You'll find my mailing address at the top of this letter.

I look forward to hearing from you.

Yours faithfully,

Snow White

ENDING	***ADDRESS OF SENDER***	***CLOSING STATEMENT***	At the end of the letter the sender should restate the main point of the letter	The date when you write the letter should be written beneath the address of the sender
PARAGRAPHS	***ADDRESS OF RECIPIENT***	***SALUTATION***	The opening sentence of a letter needs to get to the point and state why the letter is being written.	If the sender know the person, they should use *"Yours sincerely"* If the sender doesn't know the person, they should use *"yours faithfully*
OPENING STATEMENT	***FORMAL LANGUAGE***	***REQUEST FOR A RESPONSE***	Each point made needs to have its own paragraph.	The recipient's address should be below the sender's address but on the left hand side of the page.
DATE	**PARAGRAPHS (BODY)**	The address of the sender should be written in the top right corner of the page.	If the sender knows the person they are writing the letter to, they should write their name: *Dear Mr. Brown*. If not: *Dear Sir/Madam*	Don't use casual and chatty language. Don't contract.

LIVEWORKSHEETS