

Name: _____

10/05/2021

Grade: 9JSubject: English Language
ComplaintTopic: Formal Letter of

Candidates are advised to read very carefully the instructions given. Marks will be awarded for the orderly presentation of material. Candidates who neglect this essential component will be penalized.

QUESTION 2

FORMAL LETTER-WRITING (10 MARKS)

INSTRUCTIONS:

Write a letter of complaint on **ONE** the following topics. The body of the letter should contain approximately 100 words. Please begin your letter on a new page – on page 9.

- a) You recently purchased a watch from a store in your local community. However, after a few days it stopped working. Write a letter to the Manager of the store, explaining the inconvenience caused. Request that he or she settle the matter in a satisfactory way.

- b) Your school has had a shortage of Language Arts teachers since the beginning of the term. Write a letter of complaint to the Director of Education expressing your concern. Request that this problem be fixed in a specific time frame.

There is an envelope on page 10. Address it correctly after you have written the letter.

[Turn over

2B Address this envelope correctly to correspond with the letter you have written. If you make a mistake addressing the envelope, draw a line through it and draw another envelope in any remaining space in this booklet.

	STAMP
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