



Week 11
Primary 5/6

The Write Tribe

SITUATIONAL WRITING: FORMAL LETTER



Formal letter

From: 36 Palace Road
Singapore (680036)

To: Winter Express Office
57, Prime Tower
#08-105
Singapore (520057)

Dear Sir/Madam, Salutations

I am writing this letter to compliment a salesgirl at the Winter Express Store located at South Shopping Centre, #04-15 for her outstanding attitude and service.

State your purpose

The salesgirl is Miss Halimah Hussein. I visited that branch with my mother on 28 April 2019, at around 5pm. We were planning to purchase a set of winter wear for me since I am going away to Boston during winter on an overseas class excursion.

Give more details

Since this would be my first time going to a country with such a harsh climate, I was unsure about what to buy. Miss Hussein was a great help. She not only made wonderful recommendations that were within our budget but she also spent a lot of time helping me search for a coat of the right size.

Give more details

I hope you will pass on my gratitude to Miss Hussein. She is a great asset to the company.

Reiterate purpose

Yours sincerely,
Sophie Liu

End with
full name

- Use **Yours sincerely** if you know the recipient's name e.g Dear Mr. Tan
- Use **Yours faithfully** if you don't know the recipient's name.



GATHERING INFORMATION

P.A.C

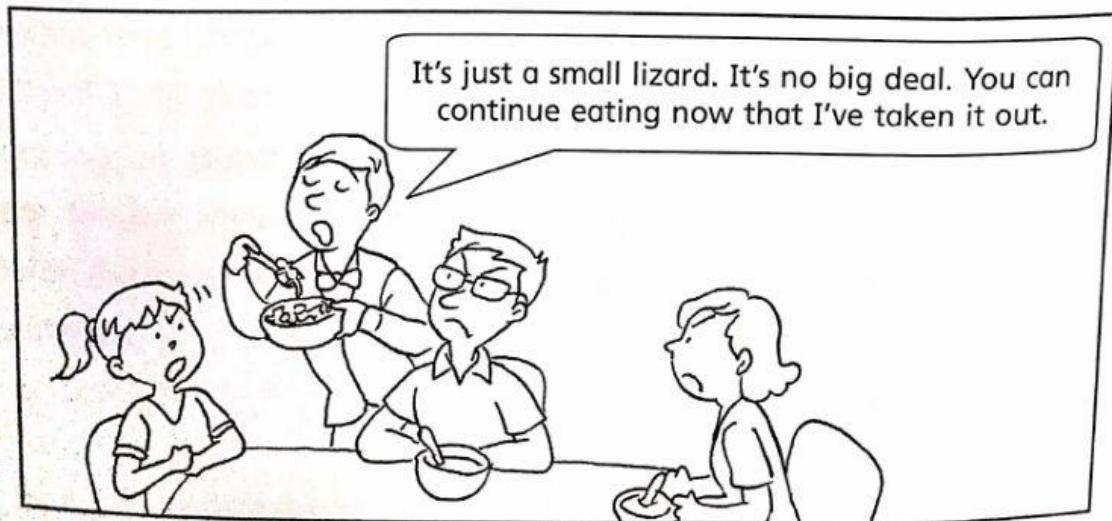
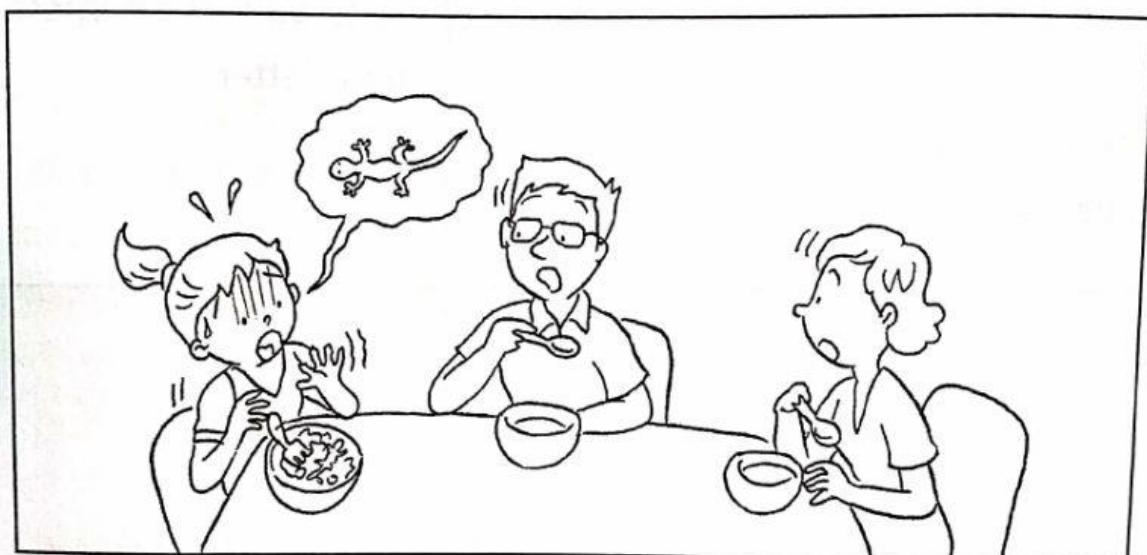
You should use P.A.C to plan your writing :

1. Purpose (The purpose of your writing?)
2. Audience (To whom you are writing?)
3. Context (Formal or informal tone?)

Characteristics of a formal letter	
Purpose	Application for a position Complaint Invitation
Audience	Head of an organization Manager
Context	Formal
Is an address needed?	Yes. Both sender's and recipient's addresses are needed.



19 Aug 2019, 7 p.m., at Vista Restaurant



Your Task

Imagine you are the girl in the pictures.

Write a letter to the manager of the restaurant to complain about your experience there.

You are to refer to the pictures and information on the facing page for your letter.

In your letter, include the following key information:

- where you went
- the date and time of your visit
- what you found in your food
- the name of the waiter
- how the waiter reacted

You may reorder the points. Remember to write in complete sentences.

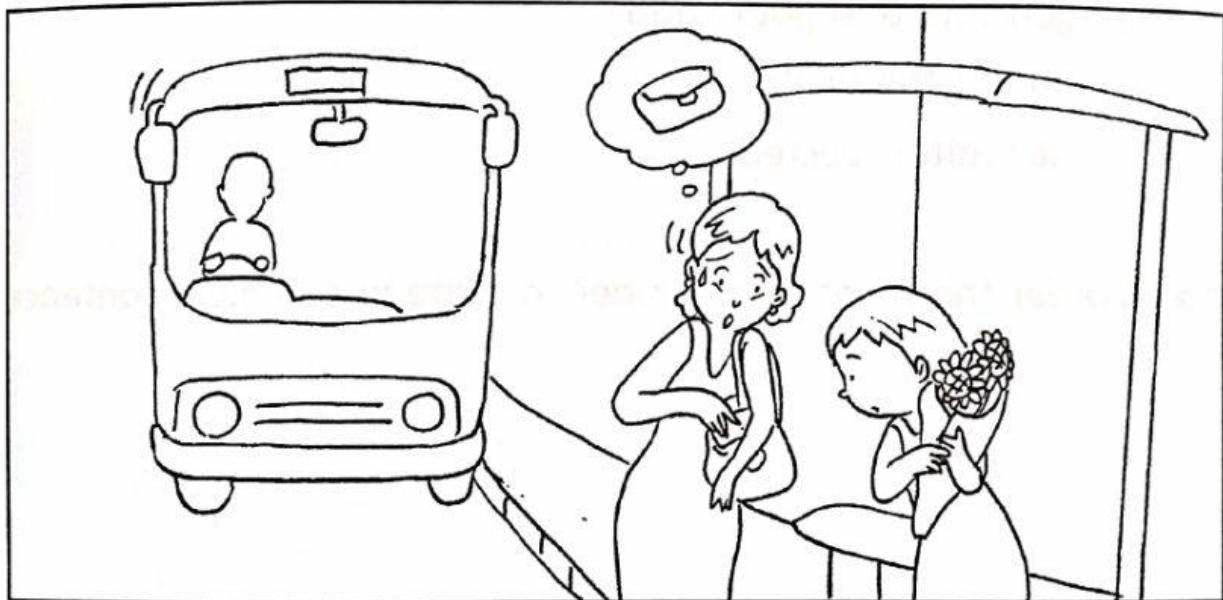
Purpose:

Audience:

Context







Your Task

Imagine you are the girl in the pictures.

Write a letter to the store manager to express your gratitude to the florist for her help.

You are to refer to the pictures and information on the facing page for your letter.

In your letter, include the following key information:

- the name of the store
- the date and time you visited the store
- what your mother realised
- the name of the staff involved in the incident
- how the staff helped you

You may reorder the points. Remember to write in complete sentences.

Purpose:

Audience:

Context



