

Writing production sample lesson: a complaint email

A. Prewrite a list of ideas for a complaint email.

1. What are 2-3 most common wireless earphone issues you might face?

2. What's the structure of an email?

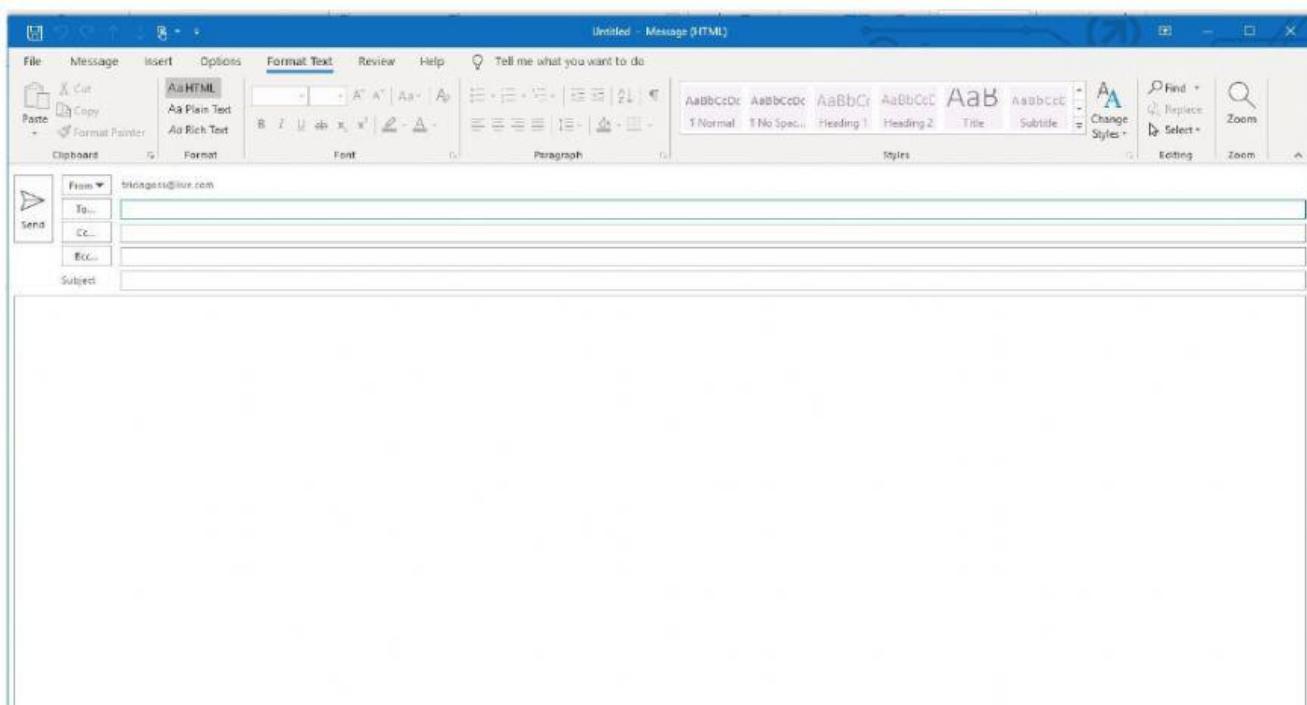
3. What information might be included in your complaint email as attachment and in the body of the email?

B. Draft your complaint email.

Don't worry about mistakes.

Make sure you include:

- Parts of an email
- 3-5 statements describing the issues
- 1-2 statements requesting replacement or full refund



C. Self revising the complaint email.

Use the table below to revise your draft email. Check the corresponding column.

Revision checklist	My revision		
My complaint email...	Yes	No	Partially
is well organized.			
includes all of the parts of an email			
has 3-5 clear statements describing the issues			
includes 1-2 statements requesting replacement or full refund for the purchase of the wireless earphones			

What did you notice while completing the prewriting, drafting and revision stages?

What does it mean to you?



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

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