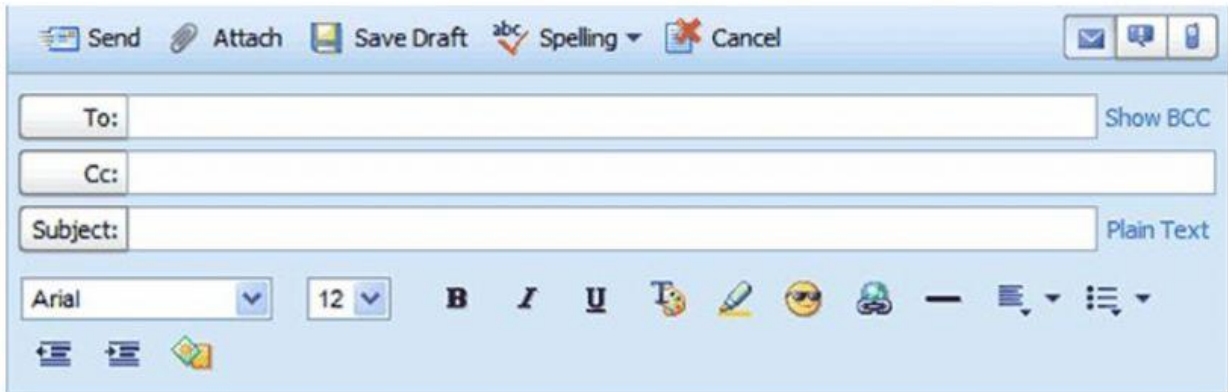


Writing production sample lesson: a complaint email

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

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



The screenshot shows an email composition window with a light blue header bar. The header bar contains icons and labels for 'Send', 'Attach', 'Save Draft', 'Spelling' (with a dropdown arrow), and 'Cancel'. On the right side of the header bar are icons for email, chat, and mobile. Below the header bar are three text input fields: 'To:', 'Cc:', and 'Subject:'. To the right of the 'To:' field is a 'Show BCC' link. To the right of the 'Subject:' field is a 'Plain Text' link. Below the input fields is a formatting toolbar. The toolbar includes a font face dropdown set to 'Arial', a font size dropdown set to '12', and buttons for bold (B), italic (I), underline (U), text color (T with a color picker), background color (brush icon), emoji (smiley face icon), link (chain link icon), and unlink (broken chain link icon). At the bottom of the toolbar are icons for text alignment (left, center, right, justified) and a link icon.