Read Ellie's email carefully. Then follow the steps to write your reply!

E **Ellie**
To: Amy

Dear Amy,

I hope you're well. I've got a bit of a problem at the moment and I wanted to ask you for help.

One of my best friends is acting really strangely. We've been friends for years. Before, we'd go everywhere together and we always used to see eye to eye. People even thought we were sisters! But then she started singing in a band and now I never see her. I don't mind her spending time with her new friends in the band, but I miss her and feel lonely without her. I ask her if I can hang out with them but she always gives me some excuse why I can't.

If you were me, what would you do?

Please write back soon and tell me what you think.

All the best,
Ellie

STEP 1 — UNDERSTAND THE PROBLEM

? **What is Ellie's problem?**
Write it in your own words — just 1 sentence!

Ellie feels... because her friend...

? **How does Ellie feel?**
Circle all the words that describe her feelings:

lonely | happy | confused | excited | sad | left out | angry | hopeful

STEP 2 — PLAN YOUR REPLY

Every good email of advice has 4 parts. Fill in each box before you write!

1 **Greeting + show you care**
Start friendly. Say you're sorry to hear about her problem.

Dear Ellie, It was good to hear from you, but...

2 **First piece of advice**
What should Ellie do first? Use: "First of all, I'd suggest..." or "If I were you, I'd..."

First of all, I think you should...

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3 **Second piece of advice**

Give another idea. Use: "Also..." or "Next, I'd recommend..."

Also, it might be a good idea to...

4 **Encouraging ending**

Finish with something kind and hopeful!

I hope things get better soon...

STEP 3 — USEFUL PHRASES

Tap a phrase to copy it — you can use these in your email!

First of all, | If I were you, | I'd suggest... | Next, | Also, | Finally, | I hope... | Don't forget that... | Maybe you could... | Who knows?

STEP 4 — WRITE YOUR EMAIL

New message

To: **Ellie**

Dear Ellie,

It was good to hear from you, but I'm sorry to hear about your problem...

(Use your plan from the steps above!)

STEP 5 — CHECK YOUR EMAIL

- [ ] I started with "Dear Ellie,"
- [ ] I showed that I understand her problem
- [ ] I gave at least two pieces of advice
- [ ] I used linking words (First of all, Next, Finally...)
- [ ] I ended with something kind and encouraging
- [ ] I signed my name at the end

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