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| *10 Hatton Close*  *London, N2 2NX*  *22 Wood lane*  *London , N6 2RR*  *Dear Sir or Madam,*  *I am writing with regard to your advertisement, which appeared on your website: ? Future graphics? on 20 July 2017. I would like to apply for the post of computer graphics artist.*  *I enclose my CV with the details of my previous work experience. As you can see in the document, I have been working as graphic designer for two years and have a diploma for ?The best worker?. I can use Photoscape, Gimp, but I can learn new programmes, too.*  *I am a very hard working person, thus working with me is effective. I am creative and have many good ideas. My level of proficiency in English is pre-intermediate.*  *I have worked with companies in England, China and India, I have no problems in communicating with people from these countries. Could you please send me more information on that post?*  *Thank you for considering my application.*  *I look forward to hearing from you,*  *Yours faithfully,*  Alex Drison |

1. ***Read the letter***

***2.Look at the letter again***. Is the language used formal or informal?

Give two examples from the letter.

***3. Mark the sentences formal (F) or informal (l).***

1.It would be great to hear from you soon.

2. I would be grateful if a full refund could be sent as soon as possible.

3. I took forward to hearing from you at your earliest convenience.

4. Love, Jenny

5. I’m writing to tell you about something I bought recently.

6. Dear Ms. Harrison,

7. I am writing with reference to the service I received at your restaurant last week.

8. Dear Anna,

9. You know how I feel about all this, don’t you?

10. Yours sincerely, Julio Manzanares

11. I am sure that you will understand why I feel so annoyed about this situation.

12.Could you give me the money back please?

***4. Write a formal letter of complain***

***Useful phrases***

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| First lines | I am writing with reference to ...  I am writing to ask about ...  I am writing in order to ... |
| Ways of asking (complaining) | I would like to know more about…  In what ways I might enquire….(get information, be informed…)  I was promised that ... but ...  I was shocked to see/find that ...  I was very disappointed by ...  The goods clearly hadn’t been packaged properly and were damaged.  The service I received was not of the standard I would expect from your company |
| Last lines | I would be grateful if you could send me a full refund/a replacement as soon as possible.  I would like a full refund/a replacement. I look forward to hearing from you at your earliest convenience.  Thanks you for your help with this matter.  Thank you in advance. |