



# Writing Emails

I can write about the same subject in a formal style and an informal style,  
using appropriate language features.



Read the following emails and write replies in the same formal or informal style.

New Message  
info@nesloggs.co.uk  
Complaint

Dear Sir or Madam,

I am writing to express my disgust at discovering what can only be described as a human toenail in my packet of Yummy Crunch this morning during breakfast.

Given that Nesloggs is regarded as one of the leading brands of breakfast cereal products, I am appalled that your standards of hygiene and quality control procedures are obviously completely lacking. I propose you conduct a full investigation to establish how this scandalous misdemeanour could have occurred, and I shall expect to be fully compensated for the horror and inconvenience this experience has caused me.

Yours angrily,

Mr T. Brown

Sans Serif | Font size | Bold | Italic | Underline | Text color | Background color | Bulleted list | Numbered list | Indent | Outdent | Link | Unlink | Source code

Send | Saved

New Message  
joe@bloggs.net  
Hey

Hi Joe,

Guess what happened to me this morning? You'll never guess! I found a toenail in my breakfast cereal! I couldn't believe it! I nearly swallowed it as well – made me feel sick!

I've emailed Nesloggs and told them what happened. There's obviously something seriously wrong in their factories if toenails are getting into the products! Yuk!!

Anyway I've decided I'm going to stick to toast for a while. I think that's safer!

Catch you later dude!

Tommy

Sans Serif | Font size | Bold | Italic | Underline | Text color | Background color | Bulleted list | Numbered list | Indent | Outdent | Link | Unlink | Source code

Send | Saved





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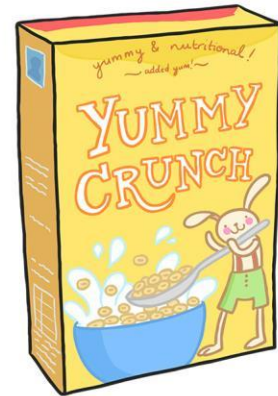
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using appropriate language features.



Imagine you have found an unwelcome surprise in your breakfast cereal packet. Write a formal email to complain to the cereal company about this and an informal email to your friend to tell them what happened. Think about how the two emails may differ.

## Consider

- The facts or information you include.
- The grammar, punctuation and vocabulary you choose.
- The tone of the email (e.g. angry, amused, disgusted etc.)



New Message

To:

Subject

Sans Serif | [font settings icons]

Send [attachment icons]

Saved [trash icon]

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Saved

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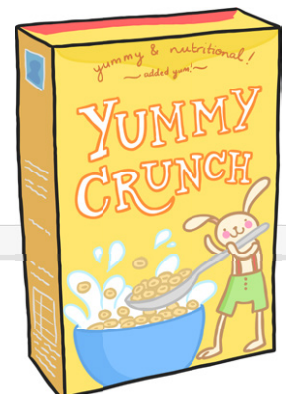
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New Message

To:

Subject

Sans Serif | [Font icons]

Send [Attachment icons]

Saved [Dropdown]