Hello 8C1!

I hope you enjoyed writing your short story last week. Don’t forget to send me them using learningfromhome@ipsleyacademy.co.uk I would love to read them and will also give you feedback!

This week we are going to be focussing upon writing letters; you really never know when you will have to write them. It is a useful skill to have.

To begin this new topic, you need to understand the difference between informal and formal. Quickly, go to the next slide.
This week's work for 8C1 English is ‘Writing Formal letters of Complaint’.

By the end of topic, you should be able to:

• Understand the difference between formal and informal letters.
• Set out a formal letter correctly.
• Plan your own formal letters.

Your work this week will include the following activities: (You do not need to print any resources. All you will need is an exercise book, lined or plain paper to complete tasks.)

• Understand the difference between formal and informal.
• Understand how to set out a formal letter.
• Understand what to include in a formal letter of complaint.
• Write your own formal letter of complaint.

If you finish your work and complete it to a high standard, you may wish to learn about letter writing in more detail. Visit the website below and this will take you to an interesting Bitesize lesson. Complete as many of the activities as you can.

https://www.bbc.co.uk/bitesize/topics/zv7fqp3/articles/zkq8hbk
Task - Which picture would you say is **formal**? Which would you say is **informal**? Please explain your thinking.

Task - Answer the following questions:
- What does formal mean? Please explain.
- What does informal mean? Please explain.
Task – Please read the possible answers.

Formal means – suitable for an important occasion.

Informal means – a relaxed, friendly unofficial style.
Task - Re-write these sentences in the order of how formal they are. Start with the most formal.

1. Excuse me Miss. May I bay borrow a pen please?
2. Oi. Give me that pen.
3. Have you got a pen?
4. Miss. Can I borrow a pen please?
5. Get me a pen. Now.
Answers

1. Excuse me Miss. May I bay borrow a pen please?
2. Miss. Can I borrow a pen please?
3. Have you got a pen?
4. Oi. Give me that pen.
5. Get me a pen. Now.
Task - Please watch the following film on how to write a formal letter. If you can’t, don’t worry, just go to the next slide

https://www.bbc.co.uk/bitesize/topics/zv7fqp3/articles/zkq8hbk
Formal letter writing.
Task – please study the diagram below carefully.

Task – please answer the following questions:

1. On which side of the page does your address go?
2. On which side does the date go?
3. On which side does the address of the recipient go? (The person who will receive the letter).
4. How does the letter begin? (salutation)
5. How does the letter close / end? (closure)
Task – please read the information about starting and ending a formal letter

How do I start my letter correctly?

• Dear Mr ________________ = if you know the name

• Dear Sir or Madam if you don’t know the name

How do I end my letter correctly?

• Yours sincerely = if you know their name

• Yours faithfully = if you don’t know their name

Simples!
Dear Sir or Madam,

I am writing to complain about the sprouts I bought from your shop last week. I came into your shop on Tuesday morning and bought 500g of fresh sprouts with a sell by date of 03.06.12 which, as you know, is next week.

When I tried to cook the sprouts, I found they were rotten inside. I had peeled the sprouts and cooked them with chestnuts. It was not until I tried to eat them that I found they were rotten.

This was disappointing, as I had nothing else to eat. Following the disappointment I was forced to go out and buy other food. As it was late at night the choice of shops was not very good and I had to settle for a tin of soup. I would like a full refund. I paid in cash and I enclose the receipt. Please contact me at the above address if you need to come into the shop to pick up the refund, other please send me a cheque.

Yours sincerely,
Happy Shopper Supermarket
Smith Hill,
Bude.
EX23 0LT

Dear Mr. Smith,

I am writing to complain about the sprouts I bought from your shop last week. I came into your shop on Tuesday morning and bought 500g of fresh sprouts with a sell by date of 03.06.12 which, as you know, is next week.

When I tried to cook the sprouts, I found they were rotten inside. I had peeled the sprouts and cooked them with chestnuts. It was not until I tried to eat them that I found they were rotten.

This was disappointing, as I had nothing else to eat. Following the disappointment I was forced to go out and buy other food. As it was late at night the choice of shops was not very good and I had to settle for a tin of soup. I would like a full refund. I paid in cash and I enclose the receipt. Please contact me at the above address if you need to me come into the shop to pick up the refund, other please send me a cheque.

Yours sincerely,
Here we have a picture of the Walker family who recently moved into their beautiful new home.

They carefully selected the very best kitchen appliances and when they saw the completed kitchen they were delighted.

They had always wanted a large, brand new fridge! Now they had one!
Mrs Walker noticed that the food and beverages (drinks) stored in the refrigerator (fridge) were not as cold as they should be.

She contacted the firm that supplied the refrigerator and was told to adjust the thermometer (temperature controller). She did and things seemed fine.

The family went away on holiday for a week. When they returned home and opened the front door they were hit by a very unpleasant smell.

On investigating, they discovered that the thermostat (the part that controls the temperature of a fridge) in the new refrigerator had stopped working! Everything in the deep freezer section had defrosted and was rotten!

Mrs Walker was enraged. This meant that her food was ruined and she had lost a lot of money. Also, the fridge was only six months old. This should NOT have happened.

Mrs Walker had to write a formal letter immediately!
Task – Write a letter of complaint.

Your task is to imagine you are Mr or Mrs Walker. You need to write a strongly worded but polite letter of complaint to the fridge company. You need to follow the plan below:

- **Start you letter** with Dear Sir or Madam.

- **Paragraph 1** - Start by stating why you are writing.

- **Paragraph 2** - Give clear reasons for your complaint. What has happened to the fridge? What have you lost?

- **Paragraph 3** - What do you want to happen next?

- **Paragraph 4** - How are you feeling at the moment? How will you feel if this is sorted out?

- **Ending** - End your letter with, Yours faithfully,
Your address and date are written at the top right of the page.

The address of the person you are writing to goes on the left.

“Dear Sir/Madam” is written on the left.

Paragraph 1 – reason why you are writing

Paragraph 2 – reasons for your complaint

Paragraph 3 – what do you want to happen next?

End your letter with “Yours faithfully,”

Paragraph 4 – feelings
Your task is to imagine you are either Mr Walker or Mrs Walker. You need to write a strongly worded but polite letter of complaint to the fridge company. You need to follow the plan below:

- **Start** your letter with Dear Sir or Madam.

- **Paragraph 1** - Start by stating why you are writing.

- **Paragraph 2** - Give clear reasons for your complaint. What has happened to the fridge? What have you lost?

- **Paragraph 3** - What do you want to happen next?

- **Paragraph 4** - How are you feeling at the moment? How will you feel if this is sorted out?

- **Ending** - End your letter with, Yours faithfully,
Well Done Everyone!

Take a break.
You deserve it!

Keep your draft letter safe. Go and do something different and I’ll see you later in the week!
Welcome Back 8C1

So far you have:

- Looked at the difference between formal and informal.
- Looked at the layout of a formal letter.
- Read about the Walker family and their problem.
- Looked at what to include in a formal letter of complaint.
- Drafted your letter of complaint following the plan.

Let’s carry on with the next part of the lesson.
I would like you now to read through your draft letter and:

1. Check your layout; is it correct? Please see below.
2. Check that you have followed the plan
3. Check your spelling and punctuation.
4. Can you now add powerful language, rhetorical questions and a polite warning to the fridge company to your draft?
5. It is now time to write up your letters of complaint in best.

Your task is to imagine you are either Mr Walker or Mrs Walker. You need to write a strongly worded but polite letter of complaint to the fridge company. You need to follow the plan below:

- **Start** your letter with Dear Sir or Madam.
- **Paragraph 1** - Start by stating why you are writing.
- **Paragraph 2** - Give clear reasons for your complaint. What has happened to the fridge? What have you lost?
- **Paragraph 3** - What do you want to happen next?
- **Paragraph 4** - How are you feeling at the moment? How will you feel if this is sorted out?
- **Ending** - End your letter with, Yours faithfully,
Thank you for writing your formal letter of complaint. I now want you to practise reading it out! Remember to:

- Be loud
- Be proud
- Pause at punctuation
- Use expression.

- Ask somebody in your household to listen to it.
- What do they think?
- Does it sound formal but polite? Is it clear what you are complaining about?
Review Tasks Session 2

1. Think about what we have done so far this week.
2. Design a poster to show pupils how to write a formal letter of complaint.
3. Look at your own letter of complaint. Which do you think is your most formal and polite line? Please write it down.
4. Explain clearly the difference between formal and informal.
5. How would writing to friend be different from writing a formal letter of complaint? Please explain.
Well Done Everyone!

Keep your work safe. Go and do something different and I’ll see you later in the week!
I hope that you are proud of both your letter of complaint and your poster informing pupils how to write formal letters of complaint. This is such a useful skill to have and you will definitely need to write similar letters at some point in your lives.

Please send in your letters to Mrs Jilks at learningfromhome@ipsleyacademy.co.uk as I would love to see them and give you feedback.

We are going to complete this week’s learning by looking at some spellings. Let’s get going!
Spellings

1. formal
2. informal
3. complaint
4. language
5. address
6. recipient
7. faithfully
8. sincerely
9. fridge
10. refrigerator

Tasks.

Bronze - learn the spellings listed on this slide. Use our Look, Cover and Write technique. When you are ready, ask someone in your household to test you.

Silver – Learn the spellings. Write a sentence for each spelling showing that you understand its meaning. Don’t forget to use accurate spelling and punctuation.

Gold – Learn the spellings. Write me one or two paragraphs using every spelling!

Go to the next slide for the final task ...........
1. In which other situations might you write a formal letter? Make a list of them.

2. Look at the two letters below. Which is the formal letter and why? Which is the informal letter and why?

**Letter A**

Little Swanam
Grantham
Lincolnshire
NG3 6DH

18th January 2011

Blue Skies Holiday Company
47, High Street,
Lingfield
Lincolnshire,
NG3 8FN

Dear Sir or Madam,

I am writing to complain about the appalling standard of service my family and I received during my recent stay at the Halton Hotel in Edinburgh during the week commencing 3rd December 2010, which you booked for me.

On our arrival, there was nobody to greet us. After a 15 minute wait, we were finally booked in. The girl was sullen and unhelpful and made no apology for her lengthy absence from the reception desk.

Our experience went from bad to worse when we were directed to our ‘family’ room, only to find that, not only was the child’s bed in a dangerous position next to a smoking radiator, but that the cot we had been promised for our 18 month son was not available. To add insult to injury, we were merely told, “Stick him in your bed with you!” Needless to say, we checked out of the hotel and found ourselves alternative accommodation – after a long search.

Is this really the standard of service we should expect to receive from a ‘4 star’ hotel?

As recompense for our dreadful experience, I would be grateful if you would refund us the cost of our stay in Edinburgh. Should you not comply with this request, I shall be seeking legal advice.

Yours faithfully,

Mrs. Marian Jarvis

**Letter B**

24 Cotterbrook Close,
Earlsdon
Coventry
CV3 2FU

Hi Sarah,

How are you? How’s your Home Learning going? I’m doing English now! It’s on how to write letters so I thought I’d write to you! Did you know this is called an informal letter? Well, it is!

Did you do anything at the weekend? I went for a socially distanced picnic with my mum and dad. We had super sandwiches and sausage rolls! Oh, we had those chilli flavoured Doritos! Delicious!

We watched the new Lion King on Saturday night which was a great way to end the day!

Anyway, I’ve got to go! I’ve got to write a formal letter of complaint now!

Laters!

Anne!
Well done you have completed the work for English this week!

• Send your formal letters, posters and any answers that you want me to look at to: learningfromhome@ipsleyacademy.co.uk with the subject title ‘English 8C1 Home Learning’ and it will be sent to Mrs Jilks. I will send you feedback on your work.

• Keep reading... take Renaissance Reading tests.

• Complete Book Reviews and send them in! You could win a prize! Examples are on the next slide.