

Solutions

Each answer shows the steps, then the **result**.

2.1

(a)

- a family member / a friend — **informal**

(b)

- a company or its customer service — **formal**

(c)

- other students — **informal to neutral**, written for a wide readership

2.2

(a)

- “**Thank you very much for resolving this matter.**”

(b)

- “**I am writing because the delivery did not arrive.**”

(c)

- “**I look forward to hearing from you.**”

2.3

- any natural informal version
- e.g. “**Let me know when you’re free.**”

3.1

- any **three**, each with a correction
- “I’m writing” → “**I am writing**” (contraction)
- “It’s rubbish” → “**The jacket is of unacceptable quality**”
- the exclamation mark after “two days!” — **remove it**
- “ASAP” → “**at your earliest convenience**”
- “Cheers” → “**Yours sincerely**”

3.2

- “I want” is a **demand** and sounds aggressive
- “I would like to request” is **polite** and matches the formal register