

Solutions

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

2.1

(a)

- **formal** — the reader is an organisation acting in an official role

(b)

- **informal** — the reader is a family member

(c)

- **formal** — the letter is for publication and addresses an editor and a general readership

2.2

(a)

- “I am writing to request permission to use the school hall on the evening of 14 June for a student concert.”

(b)

- “I am writing to complain about order number 4471, which arrived two weeks after the promised date and in damaged condition.”

2.3

- any polite version keeping the request
- e.g. “I am disappointed with the standard of the delivery service on this occasion, and I would be grateful if you could arrange a full refund.”

3.1

- **content (4)**: what was bought and when, the delay, the damage, and a clear remedy
- **language (4)**: consistently formal, no contractions or exclamation marks, matching greeting and sign-off, accurate sentences, clear paragraphing

3.2

- “Yours sincerely” is used only when the recipient is **named**
- “Dear Sir or Madam” requires “**Yours faithfully**”