

Solutions

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

2.1

- (a) **ii**, (b) **i**, (c) **iii**

2.2

(a)

- “I have been waiting for a considerable time and am disappointed with the delay.”

(b)

- “I would be grateful if you could send me the information at your earliest convenience.”

(c)

- “Thank you for your assistance. I look forward to hearing from you.”

2.3

- **purpose, detail, request, close**

3.1

- **content (4)**: two developed reasons, a workable alternative, and a clear request for a meeting
- **language (4)**: consistent formal register, matching greeting and sign-off, accurate and varied sentences, clear paragraphing

3.2

- any **four**: the contraction “I’m”; informal “‘cause”; the double exclamation mark; slangy “It’s honestly a joke”; the abbreviation “ASAP”; informal “Cheers”; “Dear Sir or Madam” without “Yours faithfully”