

### Letter of complaint

#### Structure

Dear Sir or Madam,

**Paragraph 1.** I am writing to complain about ... (place + time)

**Paragraph 2.** First of all ... (1st problem + details)

**Paragraph 3.** Secondly, ... (2nd problem + details)

**Paragraph 4.** I feel strongly that ... (your opinion of the situation)

**Paragraph 5.** Under these circumstances I believe that I am owed an apology and that I should receive some form of compensation. I look forward to hearing your views on this matter.

Yours faithfully,

#### Useful vocabulary:

I feel strongly that...

I (strongly) believe...

In my opinion

In my view

Your service was inadequate (= not good enough)

I am afraid to say

It did not live up to my expectations

Dissatisfied

*Formal, no contractions*

### Article

#### Structure

##### Title

**Paragraph 1:** personal story to introduce the topic

**Paragraphs 2 and 3:** main topic, positive and negative examples to reflect your opinion, own experience or observations can be used

**Paragraph 4:** summary, ask an open-ended question, answer it with your own opinion

*Informal, subjective, colorful language, dramatic adjectives*

### Balanced / For and against essay

- 3 arguments in favour of the statement

- 3 arguments against the statement

#### Structure

##### Title

**Introduction:** interesting fact, questions - Get the reader's attention!

**Paragraph 1:** 3 arguments in favour - Justify! Quotes, facts, statistics, examples, shared experience, common knowledge

**Paragraph 2:** 3 arguments against

**Conclusion:** state your opinion, summarise arguments, draw a conclusion

### Balanced / For and against essay (cont)

Do not use "I" in the essay, only in the conclusion. Only state your opinion in the conclusion.

+ : in advantage, in favour, benefit

- : disadvantage, against, drawback

#### Vocabulary:

We have all seen...

It is common...

*Formal, no contractions*

### Book review

#### Structure

##### Title

**Paragraph 1:** Title, author, genre, setting - SHORT

**Paragraph 2:** outline the plot+ main characters (use present simple, present continuous, present perfect)

**Paragraph 3:** strength/weaknesses - write at least 1 piece of criticism

**Paragraph 4:** summary, recommendation - to who do you recommend it?

#### Vocabulary:

engaging, lugubrious, gripping, heavy-going, dull, moving, depressing, entertaining, fast-moving, haunting, thought-provoking, implausible, intriguing

Use as many adjectives as you can.

*Not too informal, no spoiler.*

### Letter to the Editor

#### Structure

Dear Sir or Madam,

**Paragraph 1:** when the article was published, why you take issue with it

**Paragraph 2 and 3:** Specific examples, why you disagree with the content, supporting reasons

**Paragraph 4:** recommendation of how to solve the problem, ask for: apology/correction/retraction/more balanced reporting

Yours faithfully,

#### Vocabulary:

Disrepresenting what sb said

To prove/disprove a statement

Imbalanced article

Remember that the letter is to be published in the newspaper.

*Formal, no contractions*