

Functional Skills English | Level 1 Email Templated/Structured Writing Frame

Information

Recently you and a friend went to a sports event.

The event was not a success because:

- the tickets were very expensive
- the food and drink were pricey and poor quality
- the staff were rude
- you did not have a good view.

You decide to email the Customer Services Manager to complain.

Writing Task

Write an email to Alan Buckley, Customer Services Manager, to complain about the sports event.

In your email, you should:

- describe what went wrong at the event
- say what you would like to happen next.

You should aim to write about 150 to 200 words.

(15 marks)

Response

Email Address

alanbuckley@customerservices.biz

Title of Email

Opening greeting /salutation

Introductory Paragraph: why you are writing

What went wrong at the event:

- Ticket prices
- Food
- Staff
- Your view

What do you want to happen next?

Polite closing paragraph

Closing salutation