

## EJEMPLOS/ESTRUCTURAS WRITINGS

### Complaint letter (estructura para hacerlo a vuestra manera)

Dear Sir or Madam,

I am writing to express my strong dissatisfaction at the \_\_\_\_\_, and therefore make a formal complaint. I must tell you I am extremely upset since I looked forward to \_\_\_\_\_. To make matters worse, I was deeply offended by the lack of solutions offered by \_\_\_\_\_. In my view, \_\_\_\_\_ would be appropriate compensation for the inconvenience caused. Under the circumstances, I feel that a written apology should be also offered. I understand that you are required to respond formally to my complaint. Should you find any suitable solution for this situation, please do not hesitate to contact me. I expect to hear from you as soon as possible.

Yours faithfully,

*Nombre*

### Appology letter (estructura)

Dear Sir or Madam,

Please accept this letter as my formal resignation from (the course \_\_\_\_\_). I am resigning due to an unavoidable scheduling conflict. As you know, I have been attending my classes in the mornings, apart from working in the evenings. My hours at the office have changed and it has become extremely difficult for me to get from the college to my job without being late, which makes me feel terribly embarrassed.

Unfortunately, it is impossible for me to maintain this demanding lifestyle, so I am forced to leave the course since I need to work to make my living. I sincerely apologize for any inconvenience my resignation may cause. I hope you will understand and accept my apology.

Yours faithfully,

*Nombre*

### **Suggestion letter website**

Dear Sir or Madam,

I am writing in reply to your email asking for advice in order to improve your website. I hope the following advice will be of some help to you. I strongly recommend it should be a mobile friendly and responsive website. Moreover, simplifying the navigation for users could be a great idea.

On the other hand, I believe that the best course of action is to improve website design by making sure your page speed is up to par. Apart from this, I would suggest that you should remove unnecessary content, such as complicated animations or stocky web images. I trust you will accept my advice. I would very much like to know if this was helpful.

Yours faithfully,

Laura

### **Suggestion letter science club**

Dear Sir or Madam,

I am writing in reply to your email asking for advice about possible activities for the science club. I hope the following advice will be of some help to you. I strongly recommend it should be held a science exhibition, or even a fair. Moreover, providing members with lectures, debates and seminars could be a great idea.

On the other hand, I believe that the best course of action is to encourage people to participate in scientific experiments such as preparation of soap, ink, candle, matches, toys, nail polish, chalk and so on. Apart from this, I would suggest that you should visit other science groups in order to work together in conducting visual programs of scientific interest. I trust you will accept my advice. I would very much like to know if this was helpful.

Yours faithfully,

Laura

### **Suggestion letter movie club**

Dear Sir or Madam,

I am writing in reply to your email asking for advice about actions to take in order to discourage moviegoers from using their smart phones during screening. I hope the following advice will be of some help to you. I strongly recommend it should be held a meeting so as to explain the members the importance of turn the mobile off, put it in the pocket and enjoy the show. Moreover, providing the venue with notices about the ban of mobiles use could be a great idea.

On the other hand, I believe that the best course of action is to warn that those who break the rule will be fined. Apart from this, should they go on ignoring the warnings, they would be thrown out from the club. I trust you will accept my advice. I would very much like to know if this was helpful.

Yours faithfully,

Laura

### **Suggestion letter book club**

Dear Sir or Madam,

I am writing in reply to your email asking for advice about possible activities for the book club. I hope the following advice will be of some help to you. I strongly recommend it should be held a workshop so as to get to know members by asking questions like what their favourite childhood book was and who inspires them the most. Moreover, providing members with lectures, debates and seminars could be a great idea.

On the other hand, I believe that the best course of action is to switch up your meeting spot -a café, library, big bookstore, or even a park on a nice day- can make all the difference between a strict and laid-back book club. Apart from this, I would suggest that you should celebrate after finishing a book. Meeting up to discuss a book is exciting, but if you celebrate it like you would a birthday or holiday, it makes it even more fun! I trust you will accept my advice. I would very much like to know if this was helpful.

Yours faithfully,

Laura

**Property Website**

Dear Sir or Madam,

I am contacting you regarding a dwelling/property on sale advertised on your website. I feel compelled to write to you to convey how impressed I felt having seen such amazing pictures.

I am writing to ask for details on the house. Not only would I like to know about the distribution of the rooms on the different floors, but I am also interested to know whether it would be possible to have the doors changed. Finally, could you kindly send me some pictures of the surroundings? I would be pleased to have the opportunity to visit the property next week, if possible. I would be grateful if you could confirm the date as soon as you have the chance to check your availability.

Please do not hesitate to contact me should you require my personal details. I look forward to receiving your response.

Yours faithfully,

Laura