

## A formal letter

### Example question

You recently visited the UK and went to a science museum while you were there. The visit was not as successful as you had hoped. Read the advertisement for the science museum and the notes you have made. Then write a letter to the Manager, using **all** your notes.

Give date and reason for visit

### BurLOW Science Museum

Hundreds of exhibits on transport, space and technology

Interesting, give details

Special 'recycling plastics' exhibition

Shows: Travelling in space  
Museum guides available

Say why disappointing

Souvenir shop

Restaurant selling meals and

Expensive! Suggest alternative.

Write your **letter**. You must use grammatically correct sentences with accurate spelling and punctuation in a style appropriate for the situation. Write your answer in 120–150 words.

### Example answer

Dear Sir or Madam,  
I am writing to you about a recent visit I made to your Museum on 9th July. I was particularly interested to come to the Museum as I am studying Science in school and I know you have some special exhibitions.  
The 'recycling plastics' exhibition was very interesting because it showed what happens to plastic after we throw it away and how it is turned into other products.  
However, I was very disappointed with the show on travelling in space. It contained very little information and was boring because it had too many technical details in it and not enough on what it is like to travel in space.  
Furthermore, I found the restaurant very expensive. I think you should have cheaper café or a small shop selling snacks.  
I hope you will consider my points seriously and improve the museum for other visitors.  
Yours faithfully,  
Daniel

## Useful formal language

### To complain:

*I am writing in order to complain about ...*  
*I was unhappy/dissatisfied with ...*  
*In the first place ...*  
*I suggest that you ...*  
*My main criticism is ...*  
*I'm afraid to say ...*

### To request and give information:

*I am writing to inquire ...*  
*I would like to know ...*  
*Do you think you could tell me ...*  
*Would you mind telling me ...*  
*The first thing I would like to inform you of is ...*

### To suggest:

*I am writing to suggest ...*  
*I would like to suggest ...*  
*A further possibility is ...*

### Exam help: Preparing

- Underline key information.
- Make a plan – make sure you include all the points in the notes.
- Think about who you are writing to and decide how formal or informal your letter should be.
- Use your own words; avoid using the same words as those in the question.
- Make sure you use a variety of language.

Use an appropriate opening and closing

Say why you are writing in the 1st paragraph

Include all the points in the notes on the question

Make sure you describe examples or explain reasons when you develop the points

Don't use contractions in formal writing

Say what you want the result of the letter to be in the final paragraph