

4 Put an F for formal and an I for informal language. Give reasons.

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|--|---|
| 1 Thank you very much for your cooperation in this matter. | 12 I would like to inform you about the proposed changes due to take place over the coming months. |
| 2 It'll be great to see you again after so long! | 13 Sorry I haven't written for ages, but I've been up to my ears in work. |
| 3 My husband and I request your presence... | 14 We thought we'd have a get-together in the near future and wondered if you'd like to come. |
| 4 It is with deep regret that I must inform you ... | 15 It appears that our records are out of date so it would therefore be most helpful if you could forward the information requested overleaf. |
| 5 Hope this advice will be of some help to you. | 16 I look forward to receiving the information requested. |
| 6 Would it be possible to get together over lunch sometime soon? | 17 I am writing in response to the advertisement concerning .. |
| 7 I sympathise completely with your predicament but unfortunately no further action can be taken at this time. | 18 I am writing in my capacity as chairman of ... |
| 8 I am writing to complain about the service we received ... | 19 I would be most grateful if you could offer some advice .. |
| 9 I'm looking forward to seeing you both on Saturday. | 20 I'll be more than happy to put you up for a few days. |
| 10 On behalf of our company, I would like to apologise for ... | |
| 11 I'm really sorry about the misunderstanding and I'm sure it won't happen again. | |

Match the vocabulary with the correct definition and write a–j next to the numbers 1–10.

- | | |
|--------------------------------|---|
| 1..... changeable | a. to become interested in an activity |
| 2..... a wilderness | b. to give someone somewhere to sleep |
| 3..... to get into (something) | c. sophisticated and having experience of people and things from different parts of the world |
| 4..... to take your time | d. very modern and innovative |
| 5..... to be good company | e. relaxed |
| 6..... deserted | f. a wild, natural area |
| 7..... to put (somebody) up | g. able to change quickly and unpredictably |
| 8..... laid-back | h. (for a place) having no people in it |
| 9..... cosmopolitan | i. to be friendly and entertaining |
| 10..... cutting-edge | j. to do something slowly or at your own pace |

- a) compensate me for, b) otherwise I will be forced to, c) I am writing to express my extreme dissatisfaction with, d) I insist that you, e) Despite my objections, f) Having no other alternative, g) I therefore request that you, h) Contrary to what I had been told

You recently hired a car for a part of your holiday. However, there were several problems with the arrangements. Write a letter of complaint to the manager/manageress explaining the problems and requesting compensation.

Dear Sir/Madam,

① I'm writing this because I'm really upset about the service I received when I rented one of your cars on 20th July.

Firstly, I had specifically requested a four-door model. However, I was given a smaller two-door version which, apart from being too small for
② my needs, was clearly in need of extensive repair. I moaned about it but your employees informed me that it was the only car available and
③ assured me that it was in perfect order. I couldn't do anything else, so I accepted the vehicle.

④ Although they said there weren't, there were, in fact, several things wrong with the car. Despite the fact that I had driven it for only one hour, I was forced to stop when the engine showed signs of overheating. Having added two litres of water to the radiator, I was able to continue, although during the course of my journey a knocking sound from the engine became increasingly persistent and the windscreen wipers stopped working.

My subsequent journey was most uncomfortable. Not only did I have the worry of driving a car which was not roadworthy, but I also had to stop on three occasions to refill the radiator. Finally, I had no choice but to leave the car at your Oxford branch and continue my journey using public transport.

I feel that your employees acted irresponsibly in issuing a car which was not safe to drive, and I believe I am entitled to compensation for
⑤ the interruption to my holiday. So I want you to send me the sum of
⑥ £200 to cover the cost of my train ticket and to make me feel better after the distress I was forced to suffer as a result of your negligence.
⑦ You'd better give this matter your urgent attention, or else I really
⑧ will have to take legal action.

Yours faithfully,
S. Mallison
Mr S. Mallison

Fill the gaps in the informal phrases with the correct words from the box. The phrases in brackets have the same meaning but in a neutral style.

put us up	thinking	cool	rush	loads
Remember	hang out	lovely		– (dash symbol)

- _____ you said ...? (= Do you remember you said ...?)
- I was _____ that you might like ... (= I was wondering if you would like ...)
- It's legendary _____ the biggest, most cosmopolitan arts festival in the world! (= It's legendary. It's the biggest, most cosmopolitan arts festival in the world!)
- There are _____ of things ... (= There are a lot of things ...)
- The city has a _____ vibe. (= The city is attractive and fashionable.)
- It's _____ to just _____ and chat to people. (= It's pleasant to just spend time with people and chat.)
- I've got an aunt with a flat in the city centre who could _____. (= My aunt lives in the city centre. She could let us stay with her.)
- There's no _____. (= I'm not in a hurry.)

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