

Board Plan

Formal letter of complaint

to have leg room (collocation)

[■] [■]
in-flight entertainment (collocation)
inflight (AE) eɪ ə

[■]
overbooked
ʊ

[■]
lost luggage

Λ I
claim luggage (BE)/ [■] baggage (AE)
æ I

the aisle
aɪ

[■]
refreshments

[■] eʃ ə
vital

aɪ [■]
refund

i: ʌ

Differences between formal and informal letters

- layout
- language
 - phrasal verbs, one-word verbs
 - passive, active
 - complicated / simple language
- opening and closing
- (no) abbreviations / contractions

