| **Situation** | **Informal/Unprofessional** | **Formal/Professional** |
| --- | --- | --- |
| **Email to a boss** | Hey, I’m gonna be late tomorrow because I’ve got a doctor’s thing in the morning. |  |
| **Complaint to a company** | Hi, I ordered a sweater, and it came in the wrong size. Can you just send me the right one ASAP? I was gonna wear it out in two weeks. |  |
| **Note to a child’s teacher** | My kid didn’t finish the homework last night because we got home late, hope it’s okay. |  |
| **Text to a colleague about a meeting** | Are we still doing that meeting thing at 3 or nah? |  |
| **Follow-up after an interview** | Hi, just wondering if there’s any update on the job I applied for last week? |  |
| **Request for time off** | Can I take off Friday? Got some personal stuff to handle. |  |
| **Message to a landlord** | The sink is leaking a ton of water. Can you come look at it soon? |  |
| **Response to a group project email** | IDK what you guys want me to do for the project, just let me know. |  |
| **Thank-you note to a friend** | Thanks for the gift! It was super nice of you! |  |
| **Request for a refund** | Hey, I tried the product, and it didn’t work at all. I want my money back. |  |
| **Inquiry about a service** | Hi, I’m interested in your cleaning services. How much do you charge? |  |
| **Message to cancel an appointment** | Hey, I can’t make it to my appointment tomorrow. Can we reschedule? |  |
| **Letter to a politician** | You guys should really do something about all these potholes, it’s getting ridiculous. |  |
| **Email to IT support** | My computer isn’t working, and I have no idea what to do. |  |
| **Follow-up to a missed deadline** | Sorry, I didn’t get it done on time. Can I have more time? |  |
| **Message to a neighbor** | Can you not park in front of my driveway? It’s kinda annoying. |  |
| **Invitation to a friend** | Hey, wanna come over Friday night? We’re gonna watch a movie. |  |
| **Apology email to a coworker** | Sorry about not showing up for the meeting, I totally forgot. |  |
| **Note to a teacher from a student** | I didn’t study for the quiz, so can I take it another time? |  |
| **Inquiry about a job opening** | Hi, I saw you’re hiring. How do I apply? |  |