

Genre analysis form

Look at the 3 letters. Use the categories given below to analyse them and find the key characteristics of a letter of complaint. Give examples where possible, for example, of grammar structures or vocabulary used.

Communicative purpose (What does the writer hope to communicate / achieve?)
Expected audience (Who will read it?)
Layout (general <i>format</i> – e.g. does it have a title? What appears where on the page?)
Overall organisation (e.g. what type of information is included in each paragraph?)
Level of formality (formal / informal / semi-formal? Give examples from the text)
Sentence structure (e.g. complex or simple)
Specific grammatical structures (e.g. do any specific tenses predominate?)
Specific vocabulary (Are there any words / expressions that appear frequently in this type of text? In general, is everyday or more specific vocabulary used?)