

Before sitting down to write

Using key thoughts or words like *why*, *what*, *where* and *how* can help you structure your thoughts. Here is a suggested template you might like to use when trying to write a letter, essay etc. You will see it is very like the PQRST strategy mentioned in the section [Information Processing](#).

Questions	Answers
<u>Who</u> is the letter to?	
<u>Why</u> are you writing the letter?	
<u>What</u> is wrong?	
<u>Where</u> did you buy it?	
<u>How</u> do you want them to help?	
<u>Any more information needed?</u>	

Over the page is an example of writing a letter using this template...

Example exercise

You want to write to Panasonic to complain about a microwave you recently purchased. You would like a refund.

Questions	Answers
Who is the letter to?	Panasonic
Why are you writing the letter?	Because the microwave is not working
What is wrong?	It is sparking when I switch it on
Where did you buy it?	In Currys
How do you want them to help?	Give refund or replace
Any more information needed?	No

So now you can write the letter as you have structured the information:

Panasonic
Address

Date

Dear

I am writing to you as I recently purchased a microwave manufactured by you. The microwave does not work, it sparks each time it is switched on. I purchased it in Currys and it cost £120. Please can you help me by either refunding the cost or by replacing the microwave?

Thank you for your help.

Your sincerely

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