

The post

Informal and formal words and phrases

Imagine that you are writing to a friend to tell them about an incident at your local train station. Your letter should be informal and might say:

“The guy who sold me my ticket was really nasty”.

Now imagine that you are writing a letter of complaint to the train company. Your letter should be formal so it would be better to say:

“The man who sold me my ticket was very unfriendly”.

Can you see the difference?

We used the words **guy** and **really nasty** in the informal letter and replaced them with **man** and **very unfriendly** in the formal letter.

We do this because some words and phrases are more informal and relaxed than others and should not be used in a formal letter.