Preparation tasks

Formal Letters

Note

Formal letters include your name, address, the name, title and address of the person you are writing to and the date. The greeting and way of signing off depends on whether or not you know the name of your contact.

Contact name known

Harry Walker
26 Clements Road
London, E6 2DL
12 June, 20 ...

Ms Melody Jones
Office Manager
Smith & Co
17 Merrow St
London, SE17 2NJW

Dear **Ms Jones,**

.....

Yours **sincerely,**
Harry Walker

Contact name not known

Harry Walker
26 Clements Road
London, E6 2DL
12 June, 20 ...

Office Manager
Smith & Co
17 Merrow St
London, SE17 2NJW

Dear **Sir/Madam,**

.....

Yours **faithfully,**
Harry Walker

Formal Emails

Note

Emails include your email address, the email address of the person you are writing to and the subject. The greeting and signing off in formal emails follow the same rules as formal letters.

From: jane.brown@mail.com
To: m.taylor79@email.net
Subject: information about booking

Useful Language

Making a complaint

- I am writing to complain about, draw your attention to the fact, express my disappointment/dissatisfaction with ...
- I regret to inform you that, I was amazed/ horrified to discover that ...
- I hope this matter will be resolved/ will be dealt with, will receive your immediate attention
- I feel that ... the item should be replaced, I am entitled to a refund/replacement ...

Making a request

- I am writing to ask if, request your assistance, enquire whether ...
- I wonder if it would be possible to, I would be most grateful if you could, I would greatly appreciate ...
- I hope this will not cause any inconvenience.
- Thank you (in advance) for your time/kind cooperation.

Providing suggestions/solutions

- I would urge you to consider ...
- This would be of considerable benefit ... , As a result ... , In light of ...
- I trust you will give these recommendations your full consideration

Thanking

- I am writing to express my gratitude/appreciation for ...
- The assistance/attention provided was ...

LIVEWORKSHEETS

Preparation tasks

Preparing for the task: *using formal register*

STUDY SKILLS

It is important to use the correct style/register for the context and the audience. After you have finished writing, proofread for appropriate register. If your letter is formal, check for inappropriate short forms and colloquial expressions, and places where you can add formal expressions, linking words and advanced vocabulary.

3 **Which of the following sentences are in the correct register for a formal letter? Change the others so that they are also formal.**

1 a Come and see the first screening of the film this weekend.
(b) We would be honoured if you would attend the opening of our new exhibit.

2 (a) I would be most grateful if I could exchange the coat for a larger size.
b I'm hoping it's possible to return the tablet and get a different model.

See suggested answers section

4 **a) Read the task and underline the key words. Then answer the questions.**

You booked accommodation in a hostel over the phone, but when you receive your confirmation email you realise the dates are incorrect and you are booked into a dormitory rather than a private room. Write an email to the hostel.

You could write about:

- When and how you made the booking
- What's wrong with the booking
- What changes you would like
- What you expect to happen next.

Write 200-250 words.

1 What is the reason for writing the email?
2 What register should you use?
3 How will you begin and end your email?

See suggested answers section

b) Now read the model email below and choose the correct item. Then say what the topic of each paragraph is.

From: a.smith@mail.net
To: alpinehostel@hostels.co
Subject: problem with booking

I am writing with regard to the booking that I made at the Alpine Hostel last Thursday, the 11th of June, by telephone. I have just received the confirmation email for the booking and **1) I regret to say/I'm very disappointed because** there seems to have been a misunderstanding.

There are two problems with the booking. Firstly, I **2) asked you guys/had requested** to book two nights in the first week of July: Friday the 3rd and Saturday the 4th. However, the booking confirmation indicates that the reservation is actually for the nights of the 4th and the 5th. **3) There's no way this will work/This is an impossibility for me** as I must **4) travel home/depart** in the afternoon of the 5th. Secondly, I particularly requested a private room, and was told one was available, yet the reservation is for a bed in a dormitory. **5) Being a light sleeper/Since noises wake me up,** I would prefer not to share a room.

Would it be possible to change the reservation to the correct dates and room type? **6) There's no way/I do not feel that** I should have to pay a fee to change the booking because of this mistake. However, I have only been charged for a bed in a dormitory and I will gladly pay the difference for the private room.

Thank you in advance for your assistance. I hope **7) these problems can be resolved/we can sort this out,** with minimal inconvenience. If not, I regret that I will have to cancel my booking.

Yours faithfully,

Adam Smith

See suggested answers section

LIVEWORKSHEETS

TEST 4

Writing

Option 1 Formal Writing Task 1 – Allow around 35 minutes for this task

You have recently booked a holiday package through a travel agency, but you realise that you can no longer go on the dates booked. Write an email to your travel agent asking to change the trip dates.
You could write about:

- What the current booking is
- The dates you want changed to
- Why you need to change the dates
- Your appreciation for their help.

OR

Option 2 Formal Writing Task 1 – Allow around 35 minutes for this task

You have recently returned from a visit to a theme park. Unfortunately, you discovered that your fast pass tickets were not accepted on that day and you would have to queue for a long time for the rides. You complained to staff, but they said that it wasn't their responsibility. Write to complain to the theme park.
You could write about:

- The date of your visit to the theme park and what happened
- The response of the staff on the day
- The inconvenience caused
- What action you expect now, and why.

You must write a minimum of 200-250 words. (12 Marks)

Informal Writing Task 2 – Allow 35 minutes for this task

Write an email to your friend about a career day event you plan on going to and persuade him/her to join you.
You could write about:

- What will happen at the event
- Where and when the event will happen
- Who will be involved in the event
- Why you want to attend the career day
- How you think your friend will benefit from the career day.

You must write a minimum of 250-300 words. (12 Marks)

You will be assessed on:

- content
- use of appropriate tenses
- use of conjunctions, adjectives and vocabulary
- word order
- legibility of writing

End of Examination for Writing – Level C2

LIVEWORKSHEETS