

98 Writing a letter or email

Notes	Beginnings	Endings
If you are writing to a stranger or you don't know the person's name, use the phrases on the right.	Dear Sir Dear Madam Dear Sir or Madam OR Dear Sir/Madam	Yours faithfully (followed by your full name)
If you know the person's name, use <i>Mr, Mrs, Miss, Ms, Dr</i> , etc. and their surname (not the first name). Use <i>Mrs</i> before a married woman's name, <i>Miss</i> before a single woman's name. Some women prefer <i>Ms</i> because it does not show whether they are married or not.	Dear Mr Wu Dear Miss Gilberto	Yours sincerely Less formal: Best regards Best wishes (followed by your full name)
If you know them quite well, you can use their first name.	Dear Rosa Dear Conrad	Best wishes Best regards With kind regards Regards All the best (followed by your first name)
For an informal letter or email to a friend or family member, use their first name. Love (from) is less common from a man writing to another man.	Hi Pavel Hi Mum Dear Cassie	Love (from) Lots of love (from) Take care (followed by your first name)

45 Muswell Rd
London NW4
15 April, 2020

Sunshine Holiday Cottages
Fore St
Truro

Dear Mr Ellison

Thank you for your email **confirming** our holiday **booking** at Bay Tree Cottage for 22-29 June. **As requested**, I have **transferred** £320 into your **account**, and will pay the **balance** by 20 May.

As we plan to do a lot of walking during our stay, I **would be grateful if you could** send me any **further** information you have about local places of interest, and **in particular**, it would be useful to know of any restaurants you might be able to recommend.

Please **let me know** if you need any further information.

I look forward to hearing from you.

Yours sincerely

Louise Robertson

Notice that we don't usually use contractions, e.g. *I'll*, *haven't*, *I'd*, in formal letters and emails.

GLOSSARY

stranger	a person that you do not know
confirm	say that sth is true or that sth will happen
booking	the arrangement you make in advance to have a hotel room, a seat on a plane, etc.
as requested formal	You use as requested to say that you are doing sth that sb has asked you to do.
transfer	move sth/sb to a different place transfer n
account	an arrangement with a bank that lets you keep your money there
balance	money that still has to be paid
I would be grateful if you could ...	used when you request sth politely SYN I would appreciate it if you could ...
in particular	SYN especially
let me know	tell me
I look forward to hearing from you.	used to say politely that you want the reader to reply to you

SPOTLIGHT **further**

- comparative of far: The station is **further** than the bank.
SYN farther
- (usually before a noun) more: Have you any **further** questions?

Further to ... formal is used in letters to mention a previous letter or conversation about the same subject.

- Further to my letter of July 5th**, I am happy to pick up the keys by 10 a.m.

1 Read the letter again, then cover it and answer the questions. If the answer is no, explain why.

- Is Louise Robertson booking a holiday cottage? Yes, she is.
- 1 Is this the first time she has been in contact with Mr Ellison? _____
- 2 Why did Mr Ellison write? _____
- 3 What has Louise just done? _____
- 4 What happens on 20 May? _____
- 5 Are there any other things she wants to know? If so, what? _____
- 6 What is the first line of her address? _____
- 7 What's the first line of Mr Ellison's address? _____
- 8 When did she write the letter? _____
- 9 Which beginning did she use? _____
- 10 Which ending did she use? _____

2 True or false? Write T or F. If false, explain why.

- If you're writing to a family member, you end it with *Yours sincerely*. F - You probably end it with 'Love' or 'Lots of love'.
- 1 If you begin 'Dear Maria', you can end it with *Regards*. _____
- 2 If you begin your letter *Dear Sir*, you can end it with *Best wishes*. _____
- 3 If you don't know the name of the person you are writing to, your beginning should be *Dear Sir or Madam*. _____
- 4 If you write *All the best* at the end, you could also write *Regards*. _____
- 5 If you begin 'Dear Miss Periskic', you should end *Yours faithfully*. _____
- 6 If you are writing to your teacher, you should end *Love from* and then your full name. _____
- 7 *Take care* is an alternative ending to *Best wishes*. _____

3 Which words are missing where the slashes (/) are? Write them at the end.

- For / details of the accommodation, please look at the website. further
- 1 As / I am sending you one month's deposit on the flat. _____
- 2 I would be / if you / phone me when you have the details. _____
- 3 Further / your letter / April 7th, I wish to confirm my booking. _____
- 4 I would / it if you could help me with this matter. _____
- 5 ... and / particular, I would like to know about parking in the area. _____
- 6 Please let / know if you need any more information. _____
- 7 I look forward / hearing / you. _____
- 8 With / regards _____

4 Complete the two emails.

► Dear _____ Ms Stephens

Thank you for your email of January 12. I am (1) _____ £900 (£600 for rent and £300 for the agent's fee) for Flat 7, Walsingham Buildings. I would be (2) _____ if you could email me as soon as the money has reached your (3) _____. Many thanks.

Yours (4) _____

Jerzy Kowalski

Send

(5) _____ Mr Buerk

I am just writing to (6) _____ that I have received your bank (7) _____ of £250 for Sunnybank Villa, Southwold, for the week of July 1st for two weeks.

I (8) _____ be grateful if you could (9) _____ me know a few days before your visit if you will be using all three bedrooms so that I can inform the cleaners. I would also (10) _____ it if you could send me the (11) _____ of £625 at least four weeks before your arrival.

Best (12) _____

Judy Kelveton

Send



TEST YOURSELF