📝 Writing a Formal Business Letter – Product Delay

Grade Level: 11th Grade (EFL)

Level: B1

Objective: Write a formal letter to a client about a product delay using proper business letter structure.

Instructions: Complete the outline below with the missing information before writing your letter.

Name of the student: _____

Your name/company's name: _____

Your address: _____

Your city, country: _____

Date sent: _____

Dear (recipient name): _____

I am writing to inform you that...

Unfortunately, your order of (product name)...

We expect the product to….

Sincerely,

(Your signature): _____

(Your typed name): _____

(Your job title): _____

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SAMPLE LETTER

BrightTech Electronics Ltd.

22 Innovation Street

Manchester, UK

June 16, 2025

Dear Ms. Gonzalez,

I am writing to inform you that there has been an unexpected delay in the delivery of your recent order. Unfortunately, your order of Model X500 Wireless Headphones will not arrive on the originally scheduled date.

We expect the product to be available for shipping by June 28, 2025, and you should receive it within 5–7 business days after that. Please accept our sincere apologies for this inconvenience. We highly value your business and appreciate your patience and understanding.

If you have any questions or require further assistance, please feel free to contact us at support@brighttech.com.

Sincerely,

Daniel Roberts

Daniel Roberts

Customer Service Manager

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📝 Writing a Formal Business Letter – Peer Review Section

Grade Level: 11th Grade (EFL)

Level: B1

Objective: To accurately complete a checklist about the correct typing of formal letters by providing peer revision and reflection.

Instructions: Read your classmate's letter carefully. Use the following rubric to give helpful feedback. Be honest, respectful, and specific. Circle or mark the score and write comments to explain your thinking.

✍️ Reviewer's Name: _____ 📅 Date: _____

Category	Excellent (4)	Good (3)	Needs Improvement (2)	Poor (1)	Comments
1. Heading & Date	Includes full sender's address and correct date format	Includes most of the address or date is slightly incorrect	Incomplete or incorrectly formatted address/date	Missing heading and/or date	
2. Salutation	Correct and formal (e.g., *Dear Mr. Smith*)	Formal, but minor error (e.g., missing title or comma)	Informal or partially incorrect	Missing or inappropriate salutation	
3. Body of the Letter	Clear explanation of delay, tone is formal and polite, well-organized	Mostly clear, some minor organization or tone issues	Not clear or polite, disorganized	Very confusing or lacks relevant information	

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4. Sign-off	Appropriate and formal (e.g., *Sincerely,*) and includes full name	Appropriate but slightly informal or missing part	Informal or missing name	Missing or incorrect sign-off	
5. Grammar	Very few or no errors in grammar	Some grammar mistakes, but meaning is clear	Many grammar errors, sometimes unclear	Too many errors, hard to understand	
6. Vocabulary	Uses formal, accurate vocabulary for a business letter	Mostly appropriate vocabulary, minor issues	Some informal or incorrect words	Many inappropriate words or unclear expressions	
7. Overall Format	Letter format is fully correct (spacing, alignment, paragraphs)	Mostly correct format, with small issues	Some parts of format are incorrect	Format is mostly incorrect or missing	

✅ Final Checklist:

- Is the letter polite and professional?

  Yes, it is. ( ) No, it isn't. ( ) Partially. ( )

- Are the business parts included (heading, salutation, body, sign-off, date)?

  Yes, they are. ( ) Most of them. ( ) A few of them. ( )

- Did I mark any grammar or vocabulary errors directly on the letter?

  Yes, I did. ( ) No, I didn't. ( )

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