

Skill writing a formal e-mail

We often write formal e-mails to people who work for other companies and organizations.

- Use a formal greeting: *Dear Sir/Madam: Dear Mrs. Jones:*
- Order your paragraphs: reason for writing, explaining the situation, what you want to happen
- Avoid contractions: *I am writing ...* NOT ~~*I'm writing ...*~~
- Use formal expressions: *I contacted ...* NOT ~~*I called ...*~~
- Use passives to avoid being personal: *I was told ...* NOT ~~*They told me ...*~~

5 Choose the correct options to complete the reply from Suleiman.



To: valerie.lemoir@mailshop.com

Subject: RE: Problems with my order (P389746-D)

¹Hi Valerie. / Dear Ms. Lemoir:

I am writing ²in regard to / about your e-mail of January 29.

First, ³I feel bad about / please accept my apologies for the problems you experienced with our online ordering system, which were ⁴unacceptable / really bad. Unfortunately, ⁵the wrong software was installed / they installed the wrong software and this has caused some unexpected problems.

Therefore, I ⁶would be very happy to refund / don't mind refunding the money, including all delivery costs that ⁷you were charged / they charged. Please ⁸tell me / advise me of a convenient date for our delivery team to pick up the phone. ⁹In addition to this / Also, I would like to offer you a \$50 gift certificate to spend on any product at Phonetastic. I hope this is satisfactory, and we look forward to you shopping with us in future.

¹⁰Cheers! / Sincerely yours,

Suleiman Malik

Customer Services Manager

A Complete the sentences from Valerie's e-mail with the words in the box. Check your answers in her e-mail.

delivered delivery order ordered

- 1 I am writing to complain about the problems I have had with my online _____ ...
- 2 I _____ a red X3 smartphone from your website on ...
- 3 However, the phone was only _____ yesterday—two weeks after I ordered it.
- 4 Apart from the late _____, there are ...