

FORMAL LETTERS

Letter of Enquiry

A **letter of enquiry** is a **formal letter** written to **ask for information** about something, for example, a course, job, product, service, event, etc. The **purpose** is to **request details politely and clearly** when information is missing, unclear, or incomplete.

NB! Indirect questions should prevail.

Direct question	Indirect question
Could you help me?	<i>I wonder if/whether you could help me.</i>
What time does the event start?	<i>Could you tell me what time the event starts?</i> <i>Could you tell me what time does the event start?</i>

TASK

You are interested in joining a local sports club but the information on their website is incomplete. Write a letter to the club manager requesting more details.

In your letter, ask:

- about the sports and training sessions available;
- about joining fees and procedures;
- whether the club organises any sporting events.

Use the **pen name** Mari/Mart Mets for yourself. **Do not** write any addresses.

You should write **120 words**.

Dear _____ / _____,

I _____ (WRITE) to _____ about the City Sports Club, as I was unable to find all the _____ (NECESSITY) information on your website. I _____ (CONSIDER) becoming a member and would some _____ (CLARIFY).

_____ you please let me know which sports and training sessions _____, since only _____ are listed online?

I would also be _____ (GRATITUDE) if you could inform me about the _____ (MEMBER) fees and the registration procedure. _____ new members need to come _____ person to complete the registration form, or is it _____ (POSSIBILITY) to _____ (APPLICATION) online?

_____, I _____ to know _____ the club organises any _____ (COMPETE) or social events for its members, as I am _____ to participate fully in _____ athletic and social _____ (ACT).

Thank you for your _____ (ASSIST). I look _____ to _____ (HEAR) from you.

Yours _____,

Letter of Complaint

A **letter of complaint** is a **formal letter** written to **express dissatisfaction** with a product, service, or situation. The purpose is to **describe** the problem politely, **explain** its effect, and request a **solution or compensation**.

NB! Be polite and factual. Avoid emotional or aggressive language.

Inappropriate	Appropriate
<i>The service was terrible!</i>	<i>I was disappointed with the level of service provided.</i>
<i>You made a big mistake!</i>	<i>There appears to have been an error with my order.</i>

TASK

You recently stayed in a hotel where several things went wrong. Write a letter to the hotel manager.

In your letter:

- describe what went wrong,
- explain how it affected you,
- state what you would like the manager to do.

Use the **pen name** Mari/Mart Mets for yourself. **Do not** write any addresses.

You should write **120 words**.

Dear _____ or _____,

I _____ (WRITE) to express my _____ (SATISFY) with my recent stay at your hotel. _____ (FORTUNE), several _____ affected my experience.

_____(ONE), the room I _____ (GIVE) was not cleaned, and the air conditioning _____ not function _____ (PROPER). These problems _____ considerable _____ (CONVENIENT) and _____ (COMFORT).

In _____ (ADD), the breakfast buffet did not match the _____ (DESCRIBE) on your website _____ many of the advertised options, _____ (INCLUDE) vegetarian meals, were _____ (AVAILABLE). This was particularly _____ (DISAPPOINT) as I relied _____ the information _____ (PROVIDE) when making my _____ (BOOK).

_____(NEED) to say, the overall experience did _____ meet my _____ (EXPECT) as I _____ chosen your hotel based _____ its excellent online reviews and expected a _____ (HIGH) level of service.

I would _____ it if you could offer a partial _____ (FUND) or _____ (OTHER) form of compensation. I look _____ hearing from you.

Yours _____,

Letter of Application

A **letter of application** (or **cover letter**) is a **formal letter** written to **apply for** a job, course, volunteer position, scholarship, etc. It **introduces the applicant**, highlights relevant **skills and experience**, and shows **motivation for the role**.

<u>Informal</u>	<u>Formal</u>
<i>I'd like this job because I love kids.</i>	<i>I am particularly interested in this position because I am passionate about working with children.</i>
<i>I think I'm good at teamwork.</i>	<i>I am particularly interested in this position because I am passionate about working with children.</i>

TASK

You would like to apply for the position of Camp Assistant at an international summer camp. Write a letter to the camp director Alicia Phillips.

In your letter:

- explain why you are interested in the job;
- describe your relevant skills and experience;
- mention when you are available for an interview.

Use the **pen name** Mari/Mart Mets for yourself. **Do not** write any addresses.

You should write **120 words**.

Dear _____,

I _____ (WRITE) to apply _____ the position of Camp Assistant advertised _____ your website. I believe my skills, experience, and _____ (ENTHUSIASTIC) make me a _____ (SUIT) candidate _____ this role.

I am _____ (CURRENT) studying Education at university and have previous experience _____ (ORGANISE) sporting events, games, and _____ (CREATE) workshops for children of _____ (VARY) age groups during my _____ (VOLUNTARY) work at a _____ (YOUNG) organisation.

I am _____ committed and _____ (RELY) person who enjoys _____ (WORK) _____ part of a team and can _____ calm and _____ (RESPONSIBILITY) in _____ (CHALLENGE) situations. _____ (MORE), I find it deeply _____ (REWARD) to work with children and contribute _____ their learning and personal _____ (GROW).

In _____ (ADD), I speak two _____ languages _____ (FLUENT), _____ I believe would be _____ (BENEFIT) in an _____ (NATION) environment.

I would be _____ (GRATITUDE) if you could consider my _____ (APPLY). I am available _____ interview at your _____ (CONVENIENT).

Yours _____,