

When you're writing a **formal letter/email asking for information**, follow the plan below. Remember to write in a formal style and do not use short forms or abbreviations.

**GREETING**

- *Dear Sir/Madam,*
- *Dear Mr/Mrs/Miss/Ms + surname,*

**OPENING PARAGRAPH**

**Begin by saying where you saw the advertisement and why you're writing. Use phrases like:**

- *I saw your advertisement in... and I was interested in...*
- *I am writing to ask for more information about...*
- *I would like some information about...*

**MAIN PART**

**Ask for information in a formal and polite way. Remember to use:**

- **linking words/phrases to list your questions:**  
firstly, first of all, to begin with, secondly, furthermore, also, in addition, what is

more, apart from that, finally, lastly, etc.

- **indirect questions**

**CLOSING PARAGRAPH**

**End by thanking and mentioning that you'd like a reply as soon as possible.**

- *I would like to thank you in advance.*
- *Thank you for your time and assistance.*
- *I look forward to hearing from you.*
- *Please send me a reply with any information as soon as possible.*

**SIGNING OFF**

- **Use a formal signature ending.**
  - *Yours faithfully,* (when you don't know the name of the person you are writing to)
  - *Yours sincerely,* (when you know the name of the person you are writing to)
- **Write your full name.**

B. Read parts of an informal email below. Rewrite 1-7 so that they are suitable for a formal email.

1. Dear Frank,

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2. I want some info about the guided city tour.

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3. Oh, and lastly, send me some photos, OK?

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4. Is there a special offer for a group of ten?

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5. What time do the beginners' slopes close?

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6. Write back soon.

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7. Bye for now,  
Brenda

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