

A

A formal letter

10 Baldwyn Gardens
Ealing
London W5 8PR
8 August

Dear Sir or Madam¹

I am writing² in response to³ your advertisement about job opportunities for graduates⁴. I have just completed a degree in Economics at Durham University, and I would be grateful if you could⁵ send me further details⁶ of the graduate training schemes you mention. I am available⁷ for interview at any time.

I look forward to hearing from you.⁸

Yours faithfully⁹

*Nicole Drew*¹⁰
Nicole Drew

¹ use this beginning if you don't know the person's name

² This is a common way to start a letter.

³ in reply to

⁴ people with a university degree

⁵ this is slightly more polite/formal than **Please could you ...**

⁶ information about something (plural noun)

⁷ free

⁸ This sentence is often used to close a letter when you expect a reply.

⁹ Use this ending if you don't know the name of the person you are writing to. If you know the name, end the letter with **Yours sincerely**, or **Kind regards**.

¹⁰ Writing your name like this in a particular way is a **signature**. It is normal at the end of a formal letter to **sign** your name first [write your signature], and then print it, e.g. Nicole Drew.

B

Useful words and phrases

Thank you for your letter **regarding** [about] the damage to your vehicle.

I regret to inform you [I am sorry to say] that your **application** [official request for something] has not been successful.

I am pleased to inform you that your application has been successful. [I am happy to say]

I am writing to **enquire about** English courses at your school. [ask about]

You will need to **confirm** the booking **in writing** [write to say that the booking is certain].

We would like to **thank you for** offering your **support** [say thank you for offering your help].

We would like to **apologise for** [say sorry for] the **delay** [when something arrives later than expected]. OR **Please accept our apologies for** the delay.

I enclose a cheque for £100. [I am sending a cheque for £ 100 in the same envelope as this letter.]

Exercises

98.1 Correct seven more mistakes in the email.

[Reply](#) [Forward](#)

From Michael Ridley x ▾
7:03 AM (3 hours ago)

Sir

Dear ~~sir~~ or Madame

I write with response to your advertisement for trainees in yesterday's newspaper, and I would be greatful if you could send me further detail.

I look forward to hear from you.

Kind regards,

Michael Ridley

98.2 Finish the sentences.

- 1 If you don't know the person you are writing to, you start *Dear Sir or Madam*
- 2 If you would like more information, you ask for further
- 3 A common way of closing a letter is *I look forward*
- 4 If you don't know the person you are writing to, you end *Yours*
- 5 If you know the name of the person, you can end *Yours*
- 6 Another way of ending a letter is *Kind*
- 7 At the end of the letter you also write your

98.3 Rewrite the phrases and sentences in more formal English, starting with the words given. Keep a similar meaning.

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 Thanks for the letter about the fire. 2 I'm sorry to tell you ... 3 I'm happy to tell you ... 4 Are you free on Wednesday? 5 I want to ask about the dates of the course. 6 We want to say sorry for the delay. 7 Please send me the details. 8 Could you say that's definite in a letter? 9 I'm sending a copy of my CV. | <p>Thank you for your letter <i>regarding the fire.</i></p> <p>I</p> <p>I am</p> <p>Are you</p> <p>I would like to</p> <p>Please accept</p> <p>I would be</p> <p>Could you</p> <p>I</p> |
|---|---|

98.4 Complete the letter.

1 *Dear* Mr Wilkinson,

I am 2 in 3 to your letter of 10 February

4 the delivery of the Maxwell dining table and four chairs that you ordered.

In the middle of January there was a fire at the factory and it had to close down for almost a week. The recent heavy snow has caused further problems, and coming so soon after the busy Christmas period, we 5 to inform you that there are

6 of up to four weeks on most orders.

We promise to do everything we can to speed up deliveries, but in the meantime we would like to 7 for the obvious inconvenience this has caused.

Yours 8



James Porter
Customer services manager