Unit 9 D

WRITING A FORMAL EMAIL

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)

[1]*Hi Valerie. / Dear Ms. Lemoir:*
I am writing [2]*in regard to / about* your e-mail of January 29.
First, [3]*I feel bad about / please accept my apologies for* the problems you experienced with our online ordering system, which were [4]*unacceptable / really bad*. Unfortunately, [5]*the wrong software was installed / they installed the wrong software* and this has caused some unexpected problems.
Therefore, I [6]*would be very happy to refund / don't mind refunding* the money, including all delivery costs that [7]*you were charged / they charged*. Please [8]*tell me / advise me of* a convenient date for our delivery team to pick up the phone. [9]*In 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.
[10]*Cheers! / 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 ...