98 Writing a letter or email

Notes	Beginnings	Endings
If you are writing to a **stranger** or you don't know the person's name, use the phrases on the right.	**Dear Sir** **Dear Madam** **Dear Sir or Madam** OR **Dear Sir/Madam**	**Yours faithfully** (followed by your full name)
If you know the person's name, use *Mr, Mrs, Miss, Ms, Dr,* etc. and their surname (not the first name). Use *Mrs* before a married woman's name, *Miss* before a single woman's name. Some women prefer *Ms* because it does not show whether they are married or not.	**Dear** Mr Wu **Dear** Miss Gilberto	**Yours sincerely** Less formal: **Best regards** **Best wishes** (followed by your full name)
If you know them quite well, you can use their first name.	**Dear** Rosa **Dear** Conrad	**Best wishes** **Best regards** **With kind regards** **Regards** **All the best** (followed by your first name)
For an informal letter or email to a friend or family member, use their first name. **Love (from)** is less common from a man writing to another man.	**Hi** Pavel **Hi** Mum **Dear** Cassie	**Love (from)** **Lots of love (from)** **Take care** (followed by your first name)

45 Muswell Rd
London NW4
15 April, 2020

Sunshine Holiday Cottages
Fore St
Truro

Dear Mr Ellison

Thank you for your email **confirming** our holiday **booking** at Bay Tree Cottage for 22-29 June. **As requested**, I have **transferred** £320 into your **account**, and will pay the **balance** by 20 May.

As we plan to do a lot of walking during our stay, **I would be grateful if you could** send me any **further** information you have about local places of interest, and **in particular**, it would be useful to know of any restaurants you might be able to recommend.

Please **let me know** if you need any further information.

I look forward to hearing from you.

Yours sincerely
Louise Robertson

Notice that we don't usually use contractions, e.g. ***I'll, haven't, I'd,*** in formal letters and emails.

GLOSSARY

stranger	a person that you do not know
confirm	say that sth is true or that sth will happen
booking	the arrangement you make in advance to have a hotel room, a seat on a plane, etc.
as requested *formal*	You use **as requested** to say that you are doing sth that sb has asked you to do.
transfer	move sth/sb to a different place **transfer** *n*
account	an arrangement with a bank that lets you keep your money there
balance	money that still has to be paid
I would be grateful if you could ...	used when you request sth politely SYN **I would appreciate it if you could ...**
in particular	SYN **especially**
let me know	tell me
I look forward to hearing from you.	used to say politely that you want the reader to reply to you

SPOTLIGHT *further*

1 comparative of *far*: The *station is* ***further*** *than the bank.* SYN **farther**
2 (usually before a noun) more: *Have you any* ***further*** *questions?*

Further to ... *formal* is used in letters to mention a previous letter or conversation about the same subject.
- ***Further to*** *my letter* ***of*** *July 5th, I am happy to pick up the keys by 10 a.m.*

LIVEWORKSHEETS

1 Read the letter again, then cover it and answer the questions. If the answer is *no*, explain why.

▶ Is Louise Robertson booking a holiday cottage? Yes, she is.
1 Is this the first time she has been in contact with Mr Ellison? .....
2 Why did Mr Ellison write? .....
3 What has Louise just done? .....
4 What happens on 20 May? .....
5 Are there any other things she wants to know? If so, what? .....
6 What is the first line of her address? .....
7 What's the first line of Mr Ellison's address? .....
8 When did she write the letter? .....
9 Which beginning did she use? .....
10 Which ending did she use? .....

2 True or false? Write *T* or *F*. If false, explain why.

▶ If you're writing to a family member, you end it with ***Yours sincerely***. F – You probably end it with 'Love' or 'Lots of love'.
1 If you begin '***Dear*** Maria', you can end it with ***Regards***. .....
2 If you begin your letter ***Dear Sir***, you can end it with ***Best wishes***. .....
3 If you don't know the name of the person you are writing to, your beginning should be ***Dear Sir or Madam***. .....
4 If you write ***All the best*** at the end, you could also write ***Regards***. .....
5 If you begin '***Dear*** Miss Periskic', you should end ***Yours faithfully***. .....
6 If you are writing to your teacher, you should end ***Love from*** and then your full name. .....
7 ***Take care*** is an alternative ending to ***Best wishes***. .....

3 Which words are missing where the slashes (/) are? Write them at the end.

▶ For / details of the accommodation, please look at the website. further
1 As / I am sending you one month's deposit on the flat. .....
2 I would be / if you / phone me when you have the details. .....
3 Further / your letter / April 7th, I wish to confirm my booking. .....
4 I would / it if you could help me with this matter. .....
5 … and / particular, I would like to know about parking in the area. .....
6 Please let / know if you need any more information. .....
7 I look forward / hearing / you. .....
8 With / regards .....

4 Complete the two emails.

▶ Dear ..... Ms Stephens
Thank you for your email of January 12. I am **(1)** ..... £900 (£600 for rent and £300 for the agent's fee) for Flat 7, Walsingham Buildings. I would be **(2)** ..... if you could email me as soon as the money has reached your **(3)** ..... . Many thanks.
Yours **(4)** .....
Jerzy Kowalski
Send

(5) ..... Mr Buerk
I am just writing to **(6)** ..... that I have received your bank **(7)** ..... of £250 for Sunnybank Villa, Southwold, for the week of July 1st for two weeks.
I **(8)** ..... be grateful if you could **(9)** ..... me know a few days before your visit if you will be using all three bedrooms so that I can inform the cleaners. I would also **(10)** ..... it if you could send me the **(11)** ..... of £625 at least four weeks before your arrival.
Best **(12)** .....
Judy Kelveton
Send

TEST YOURSELF

LIVEWORKSHEETS