

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

**GLOSSARY**

|   |  |
|---|--|
| <b>stranger</b>                             | a person that you do not know  |
| <b>confirm</b>                              | say that sth is true or that sth will happen   |
| <b>booking</b>                              | the arrangement you make in advance to have a hotel room, a seat on a plane, etc.      |
| <b>as requested</b> <small>formal</small>   | You use <b>as requested</b> to say that you are doing sth that sb has asked you to do. |
| <b>transfer</b>                             | move sth/sb to a different place   |
| <b>account</b>                              | <b>transfer n</b><br>an arrangement with a bank that lets you keep your money there    |
| <b>balance</b>                              | money that still has to be paid  |
| <b>I would be grateful if you could ...</b> | used when you request sth politely   |
| <b>in particular</b>                        | <b>SYN I would appreciate it if you could ...</b>                                      |
| <b>let me know</b>                          | <b>especially</b>  |
| <b>I look forward to hearing from you.</b>  | tell me  |
|   | 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 5<sup>th</sup>, I am happy to pick up the keys by 10 a.m.**

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

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 7<sup>th</sup>, 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 1<sup>st</sup> 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

