# Formal Letters

**Read the questions below, then listen to the beginnings and endings of three letters and tick the correct box for each letter.**

| 1 Why has the letter been written? | Letter 1 | Letter 2 | Letter 3 |
|---|---|---|---|
| A to apply for a job ..... | ☐ | ☐ | ☐ |
| B to ask for information ..... | ☐ | ☐ | ☐ |
| C to make a complaint ..... | ☐ | ☐ | ☐ |

**b) Listen again and tick the correct boxes for each letter.**

| 2 How does the letter begin? | Letter 1 | Letter 2 | Letter 3 |
|---|---|---|---|
| A Dear Advertiser ..... | ☐ | ☐ | ☐ |
| B Dear Sir/Madam ..... | ☐ | ☐ | ☐ |
| C Dear Mr Williams ..... | ☐ | ☐ | ☐ |
| 3 Which of the following expressions have been used in the opening/closing remarks? | | | |
| A With reference to your advertisement ... | ☐ | ☐ | ☐ |
| B I am writing to apply for the position ... | ☐ | ☐ | ☐ |
| C I am writing to express my dissatisfaction ... | ☐ | ☐ | ☐ |
| D I look forward to hearing from you ... | ☐ | ☐ | ☐ |
| E I must insist on a full refund ... | ☐ | ☐ | ☐ |
| F Thank you in advance ... | ☐ | ☐ | ☐ |
| 4 How does the letter end? | | | |
| A Yours faithfully ..... | ☐ | ☐ | ☐ |
| B Lots of love ..... | ☐ | ☐ | ☐ |
| C Yours sincerely ..... | ☐ | ☐ | ☐ |

LIVEWORKSHEETS