

## WRITING A FORMAL LETTER

The Address of the person you are writing to Your Address. The return address should be written in the top right-hand corner of the **Dear Mr Brown Dear Ms White Dear Sir** Dear Sirs **GRacademic Exchange** Dear Madam **Programs LLC** 80 SW 8Th St Miami FL **Dear Sir or Madam** 33130 Ph. 954.8923855 October 1st. 2028 Mrs. Mary Gomez 3684 Arbor Dr. Salutation or greeting: 1) Dear Sir or Madam, If you do not know the **Rochester MN** name of the person you are writing to, use this. 55901 It is always advisable to try to find out a name. **Body of** the letter 2) Dear Mr Jenkins, If you **Dear Mrs. Mary** know the name. use the title (Mr. With reference to your letter of January 5th, we are Mrs. Miss or Ms. sorry to inform you that we do not have any Dr. etc.) and the surname only. If vacancies available at the moment. you are writing We are impressed with your qualification and work to a woman and experience and will definitely consider your do not know if candidature when vacancies arise in future. she uses Mrs or Miss, you can use Ms. which is Please feel free to contact us again if we can help for married and in any way. single women. **Yours sincerely** Mrs. Ana Garcia **Ending a letter:** 1) Yours faithfully: If you do not know **GRacademic Exchange Programs LLC** the name of the person, end the letter this way. 2) Yours sincerely: If you know the name of the person, end the letter First paragraph

The first paragraph should be short and state the purpose of the letter- to make an enquiry, complain, request something, etc.

The paragraph or paragraphs in the middle of the letter should contain the relevant information behind the writing of the letter. Most letters in English are not very long, so keep the information to the essentials and concentrate on organising it in a clear and logical manner rather than expanding too much.

#### **Last Paragraph**

The last paragraph of a formal letter should state what action you expect the recipient to take- to refund, send you information, etc.

- this way.
- 3) Your signature: Sign your name, then print it underneath the signature.

#### **Common Phrases**

In my opinion From my point of view It appears that I believe I suppose At the same time On the other hand

Nevertheless

Even though It seems to me that Undoubtedly **Therefore** Firstly Secondly At the same time Meanwhile



# USEFUL PHRASES TO BE USED IN THE LETTERS

#### Salutation

- O Dear Mr Brown
- Dear Ms White
- O Dear Sir
- Dear Sirs
- Dear Madam
- O Dear Sir or Madam

#### Making a request

- We would appreciate it if
- I would be grateful if you could...
- have...
- In addition, I would like to
- I am interested in (obtaining/receiving...)
- I would appreciate your immediate attention to this matter.
- Please, let me know what action you propose to take.

#### **Starting**

- We are writing to inform you that / to confirm/ to request / to enquire about
- I recently read/heard about.
- ..and would like to know ...
- Having seen your advertisement in ... , I would like to ...
- I would be interested in (obtaining/receiving) ...
- I received your address from ...and would like to ...
- $\ensuremath{\mathbf{O}}$  I am writing to tell you about ...

## Referring to previous contact

- Thank you for your letter of...
- Thank you for contacting us.
- In reply to your request ...
- Further to our meeting last week ...
- It was a pleasure meeting you...
- I would just like to confirm the main points we discussed on Tuesday . .

#### Offering help

- We would be happy to ...
- Would you like us to ...
- We are quite willing to ...
- Our company would be pleased to ...

#### **Giving bad news**

- We regret to inform you that
- I'm afraid it would not be possible to ...
- Unfortunately we cannot/we are unable to ...
- After careful consideration we have decided (not) to ...

#### **Apologizing**

- We are sorry for the delay in replying ...
- I regret any inconvenience cause
- I would like to apologize for (the delay/the inconvenience) ...
- Once again, I apologise for any inconvenience.

### Giving good news

- We are pleased to announce that
- I am delighted to inform you that ...
- You will be pleased to learn that

#### Complaining

- I am writing to express my dissatisfaction with ...
- I am writing to complain about ...

## Referring to payment

- Our records show that we have not yet received payment of ...
- According to our records
- Please send a payment as soon as possible.
- You will receive a credit note for the sum of ...

### **Orders**

- We are pleased to place an order with your company for ...
- We would like to cancel our order n°...
- Please confirm receipt of our order.
- Your order will be processed as quickly as possible.
- We can guarantee delivery before ...
- Unfortunately these articles are no longer available/are out of stock.

### **Prices**

- Please send us your price
- You will find enclosed our most recent catalogue and price list.
- Please note that our prices are subject to change without notice.
- We have pleasure in enclosing a detailed quotation.
- We can make you a firm offer of ...
- Our terms of payment are as follows :

## Referring to future business

- We look forward to a successful working relationship in the future
- We would be (very) pleased to do business with your company.
- I would be happy to have an opportunity to work with your company

### **Enclosing documents**

- O I am enclosing ...
- Please find enclosed/attached ...
- You will find enclosed/attached ...

## Referring to future contact

- I look forward to seeing you next week
- Looking forward to hearing from you
- An early reply would be appreciated.

### **Closing remarks**

- If we can be of any further assistance, please let us know
- If I can help in any way, please do not hesitate to contact me
- If you require more information ...
- For further details ...
- Thank you for taking this into consideration
- O Thank you for your help.
  O We hope you are happy
- We hope you are happy with this arrangement.• We hope you can settle
- this matter to our satisfaction.

#### Ending business letters

• Sincerely, /Yours sincerely,(for all customers/clients) Best regards,(for those you already know)