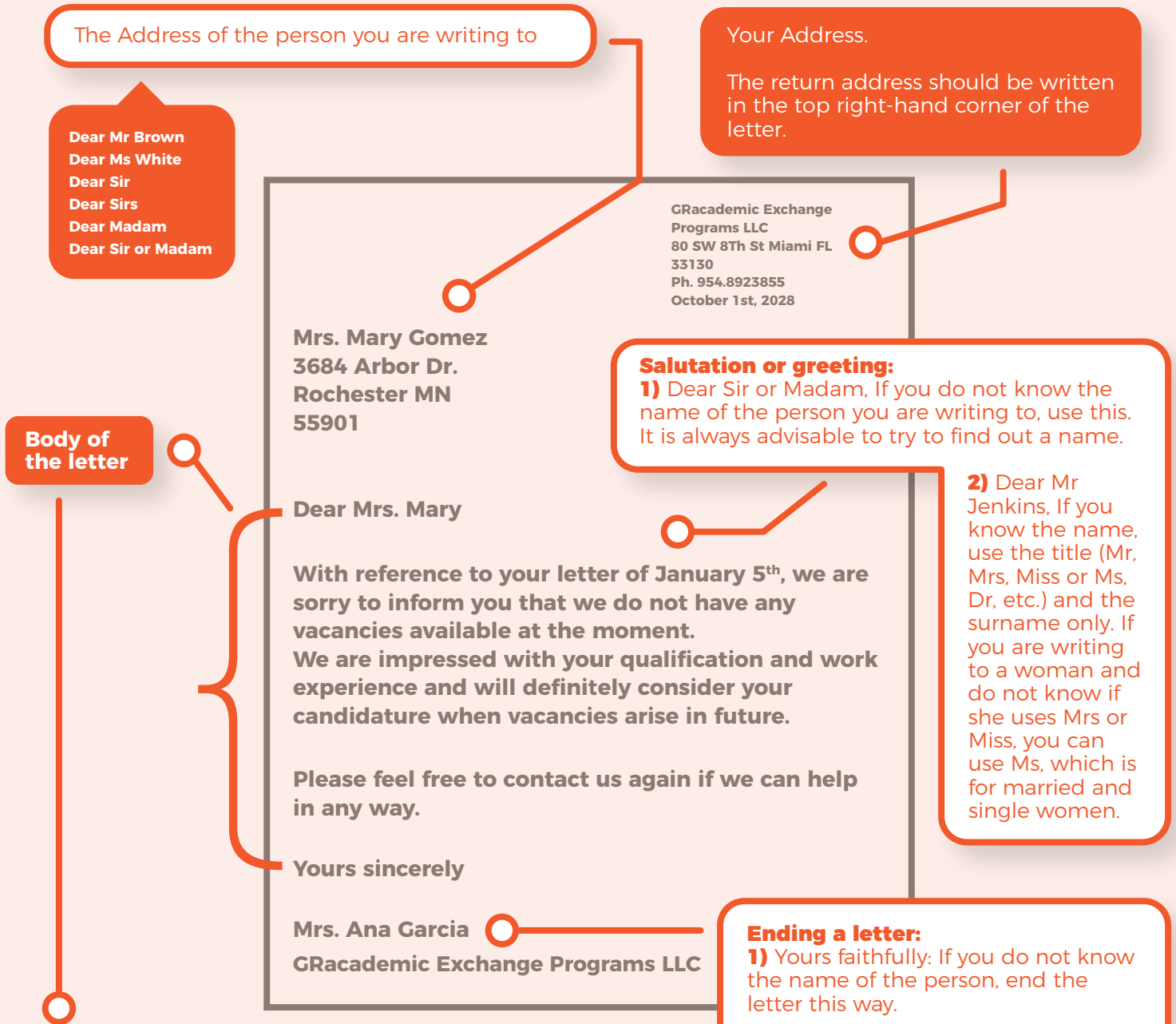


# WRITING A FORMAL LETTER



## 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.

## Common Phrases

In my opinion	Even though
From my point of view	It seems to me that
It appears that	Undoubtedly
I believe	Therefore
I suppose	Firstly
At the same time	Secondly
However	Finally
On the other hand	At the same time
Nevertheless	Meanwhile

# USEFUL PHRASES TO BE USED IN THE LETTERS

Salutation	Starting	Referring to previous contact
<ul style="list-style-type: none"> <li>Dear Mr Brown</li> <li>Dear Ms White</li> <li>Dear Sir</li> <li>Dear Sirs</li> <li>Dear Madam</li> <li>Dear Sir or Madam</li> </ul>	<ul style="list-style-type: none"> <li>We are writing to inform you that / to confirm/ to request / to enquire about</li> <li>I recently read/heard about. . . and would like to know . . .</li> <li>Having seen your advertisement in ... , I would like to ...</li> <li>I would be interested in (obtaining/receiving) ...</li> <li>I received your address from ...and would like to ...</li> <li>I am writing to tell you about ...</li> </ul>	<ul style="list-style-type: none"> <li>Thank you for your letter of...</li> <li>Thank you for contacting us.</li> <li>In reply to your request ...</li> <li>Further to our meeting last week ...</li> <li>It was a pleasure meeting you...</li> <li>I would just like to confirm the main points we discussed on Tuesday . .</li> </ul>
Making a request	Offering help	Giving bad news
<ul style="list-style-type: none"> <li>We would appreciate it if you...</li> <li>I would be grateful if you could...</li> <li>have...</li> <li>In addition, I would like to</li> <li>I am interested in (obtaining/receiving...)</li> <li>I would appreciate your immediate attention to this matter.</li> <li>Please, let me know what action you propose to take.</li> </ul>	<ul style="list-style-type: none"> <li>We would be happy to ...</li> <li>Would you like us to ...</li> <li>We are quite willing to ...</li> <li>Our company would be pleased to ...</li> </ul>	<ul style="list-style-type: none"> <li>We regret to inform you that ...</li> <li>I'm afraid it would not be possible to ...</li> <li>Unfortunately we cannot/we are unable to ...</li> <li>After careful consideration we have decided (not) to ...</li> </ul>
Apologizing	Giving good news	Complaining
<ul style="list-style-type: none"> <li>We are sorry for the delay in replying ...</li> <li>I regret any inconvenience caused</li> <li>I would like to apologize for (the delay/the inconvenience) ...</li> <li>Once again, I apologise for any inconvenience.</li> </ul>	<ul style="list-style-type: none"> <li>We are pleased to announce that</li> <li>I am delighted to inform you that ...</li> <li>You will be pleased to learn that</li> </ul>	<ul style="list-style-type: none"> <li>I am writing to express my dissatisfaction with ...</li> <li>I am writing to complain about ...</li> </ul>
Referring to payment	Orders	Prices
<ul style="list-style-type: none"> <li>Our records show that we have not yet received payment of ...</li> <li>According to our records ...</li> <li>Please send a payment as soon as possible.</li> <li>You will receive a credit note for the sum of ...</li> </ul>	<ul style="list-style-type: none"> <li>We are pleased to place an order with your company for ...</li> <li>We would like to cancel our order n°...</li> <li>Please confirm receipt of our order.</li> <li>Your order will be processed as quickly as possible.</li> <li>We can guarantee delivery before ...</li> <li>Unfortunately these articles are no longer available/are out of stock.</li> </ul>	<ul style="list-style-type: none"> <li>Please send us your price list.</li> <li>You will find enclosed our most recent catalogue and price list.</li> <li>Please note that our prices are subject to change without notice.</li> <li>We have pleasure in enclosing a detailed quotation.</li> <li>We can make you a firm offer of ...</li> <li>Our terms of payment are as follows :</li> </ul>
Referring to future business	Enclosing documents	Closing remarks
<ul style="list-style-type: none"> <li>We look forward to a successful working relationship in the future</li> <li>We would be (very) pleased to do business with your company.</li> <li>I would be happy to have an opportunity to work with your company</li> </ul>	<ul style="list-style-type: none"> <li>I am enclosing ...</li> <li>Please find enclosed/attached ...</li> <li>You will find enclosed/attached ...</li> </ul>	<ul style="list-style-type: none"> <li>If we can be of any further assistance, please let us know</li> <li>If I can help in any way, please do not hesitate to contact me</li> <li>If you require more information ...</li> <li>For further details ...</li> <li>Thank you for taking this into consideration</li> <li>Thank you for your help.</li> <li>We hope you are happy with this arrangement.</li> <li>We hope you can settle this matter to our satisfaction.</li> </ul>
	Referring to future contact	Ending business letters
	<ul style="list-style-type: none"> <li>I look forward to seeing you next week</li> <li>Looking forward to hearing from you</li> <li>An early reply would be appreciated.</li> </ul>	<ul style="list-style-type: none"> <li>Sincerely, /Yours sincerely,(for all customers/clients)</li> <li>Best regards,(for those you already know)</li> </ul>