

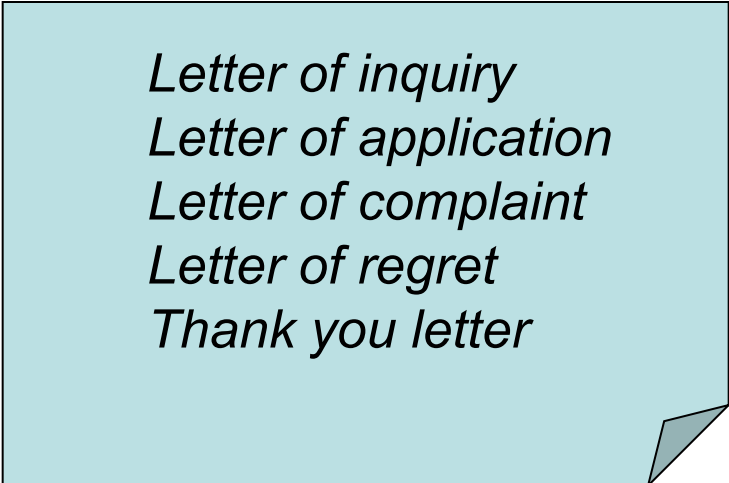
# FORMAL LETTERS



# CHARACTERISTICS

- **ADDRESSEE:** someone you don't know
- **WE TALK ABOUT:** work, business or official subjects
- **KINDS OF FORMAL LETTERS:**

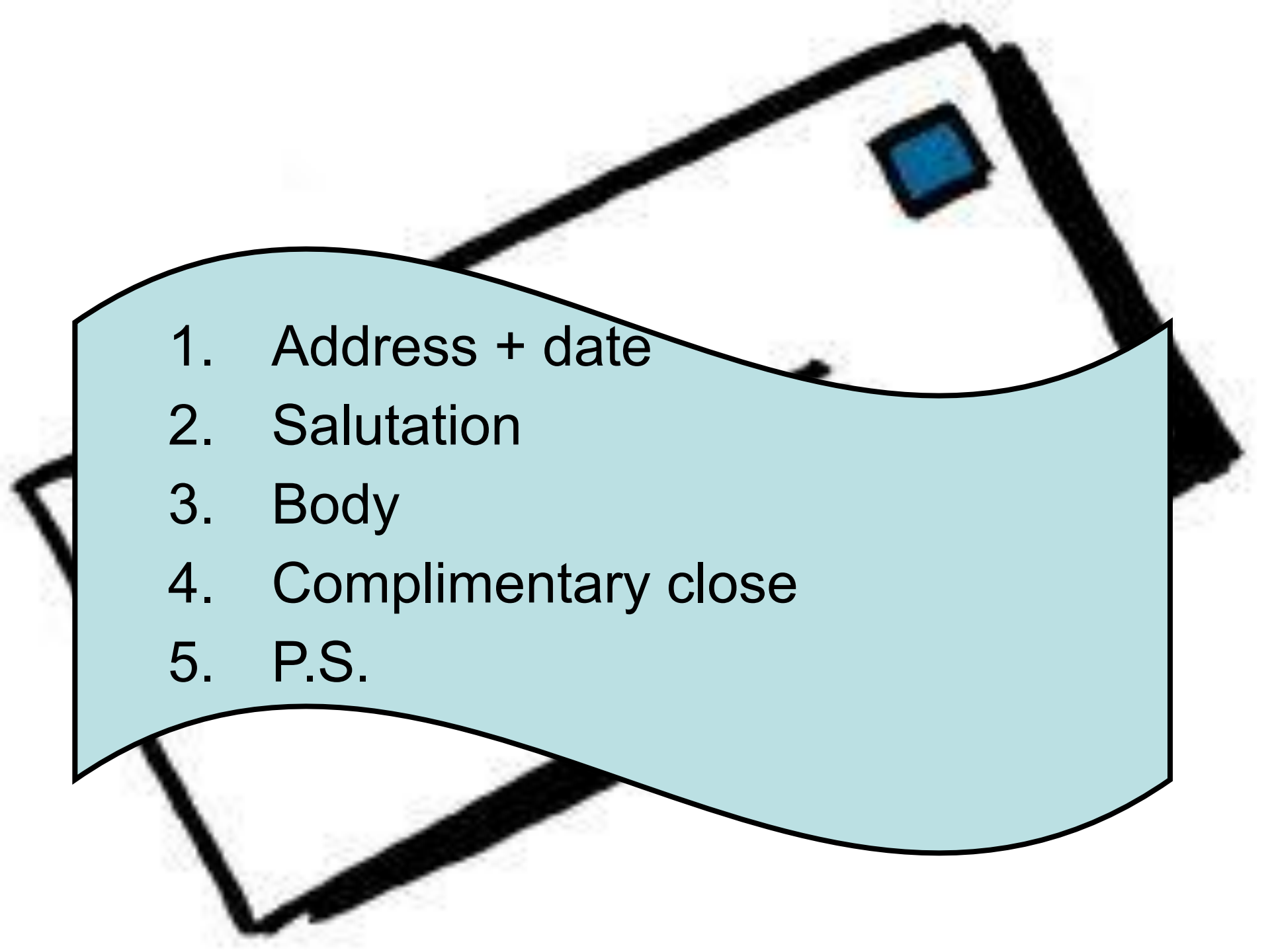
What kind of business letter am I writing?



*Letter of inquiry*  
*Letter of application*  
*Letter of complaint*  
*Letter of regret*  
*Thank you letter*

# LAYOUT

- Put your address at the top right of the page.
- Write the date under the address.
- Under the date, on the left of the page, write the name and address of the person or company you are writing to.
- Leave a line and write your greeting.
- At the end of the letter print your name under your signature.

- 
1. Address + date
  2. Salutation
  3. Body
  4. Complimentary close
  5. P.S.

# 1. ADDRESS & DATE

- **In the top left corner..**

- Address and date of the person/company you are writing to

- **In the top right corner...**

- Address and date (leave a line between the address and the date)

Hillcrest Secondary School,  
P.O Box 60453,  
Livingstone,  
ZAMBIA  
10101

7th February 2004

## 2. SALUTATION

- The most common salutation in an informal letter is “Dear....”
- Note that it is followed by a comma.

*Dear Mr / Ms Harkness (if you know the name) /*

*Dear Sir or Madam NOT Dear Manager (if you do not know the name).*

# 3. BODY

TOPIC  
FORMAL REASON  
(ENCLOSURE)  
CONTACT

# 4. COMPLIMENTARY CLOSE

I look forward to hearing from you.  
Yours faithfully, (if you do not know the name)  
Yours sincerely, (if you know the name).

# STYLE

- Use formal language.
- Do not use contractions.
- Use modals such as *would*, *should*, *could*.
- Do not use colloquial language.



# STRUCTURE AND CONTENT

- You must always give a clear reason for writing.
- Link sentences with *and* / *but* / *because*.
- Divide the letter into clear paragraphs.

# USEFUL LANGUAGE

Greeting: Dear Mr / Ms Harkness (if you know the name) / Dear Sir or Madam NOT Dear Manager (if you do not know the name).

Reason for writing: I am writing to apply / to ask you / to complain about...

Formal expressions: I would like ... Could you send me ... I am afraid ...

Enclosure: I enclose my CV.

Contact: Please contact me if you need any more information.

Closing: I look forward to hearing from you. Yours faithfully, (if you do not know the name) / Yours sincerely, (if you know the name).

# SAMPLES

## Model question

You see an advertisement for 'assistant photographer' in the newspaper. Write a letter applying for the job.

## Model answer

15 Runnymede Close Hythe Kent	<b>address</b>
18 July 2006	<b>date</b>
Mr Parker Perky Photos High Street Hythe	<b>name</b> <b>address</b>
Dear Mr Parker,	<b>greeting</b>
With reference to your advertisement for an assistant photographer in last week's 'Echo', I am writing to apply for the position. I am studying fashion photography at Hythe College and I won the year prize in 2005.	<b>formal</b> <b>reason</b>
I enclose my CV and some of my recent photos. I also enclose my application form. Please contact me if you need any more information.	<b>enclosure</b> <b>contact</b>
I would be happy to attend an interview and if I am successful I could start work at the beginning of September.	<b>formal</b>
I look forward to hearing from you.	<b>closing</b>
Yours sincerely, <i>Ron Gates</i> Ron Gates	<b>print name</b>

**Return Address**

123 Pine Street  
Oak Ridge, NJ 07438

October 30, 2005

**Inside Address**

ABC Company  
345 Spruce Street  
Whatever, IL 01233

**Salutation**

Dear Mr. Brown,

Insert the part of the body of the letter here. The body of the letter should tell something about what you hope to convey.

It should also have a closing paragraph in it. There should be at least two sentences per paragraph.

**Complimentary Close**

Sincerely,  
**Mrs. DeGraw**  
Mrs. DeGraw, Chairperson

**Enclosure(s)**

Enclosure

**Body**

## **Writing: A letter**

Imagine you've started a campaign, for ex., to protect local environment.

Write a letter to Take Action.

The aim of campaign:

*My friends and I have started a campaign to plant trees\ to clean our neighborhood\ to protect an old building\ to recycle rubbish.*

Think of a name for your campaign. When did you start it?

*Our campaign is called "Trees please!" We started it six months ago.*

What have you done?

*We've achieved a lot. For example, we've written an article for our local newspaper.*

**71 Lincoln  
Road  
Derby  
DB12 9RS**

**9<sup>th</sup>  
February**

**President of....\ Head of  
Department  
56 Aiteke bi  
Astana\ Atyrau**

**Dear Take Action!**

**I'm writing to tell you about our new campaign to.....**

