

Formal letters/emails are written in a formal style to people in official positions e.g. a manager, a course director who you haven't know well.

There are various types of letters such as giving/ requesting information, letters of complaint, letters of apology etc.

- **a formal greeting** i.e.

Dear Sir/Madam when you don't know the person's name,

Dear Mr/Mrs Wilson when you do know their name.

- **a first paragraph** in which you write any opening remarks and clearly state the reason for writing.

- **a main body** (usually 1-3 paragraphs) which develops the subject. Begin a new paragraph for each main point.

- **a final paragraph** that sums up the topic, expresses what you want to be done or makes any other final comments.

- **a formal ending** i.e.

Yours faithfully when you don't know the person's name,

Your sincerely when you know the person's name.

В деловом письме важно использовать правильный стиль и тон языка.

Поэтому стоит избегать:

- разговорных выражений, сленга и жаргона
- сокращений (I'm; it's; don't и т. д., используйте полные формы)
- эмоционально окрашенных слов — terrible (ужасный), rubbish (чушь) и т. д.

- Адрес отправителя (sender's address)
- Дата (date)
- Адрес получателя (inside address)
- Обращение (salutation)
- Вступление (opening sentence)
- Основной текст (body of the letter)
- Заключение (closing sentence)
- Подпись отправителя (signature)

Последовательность реквизитов следующая:

имя руководителя;

его должность;

название компании отправителя;

номер дома, улица;

город, почтовый индекс;

страна.

Пример:

Mr Viktor Moskvina

Director

School of foreign languages "Lingva"

154 Sadovaya St

Moscow 123456

Russia

Дата располагается под реквизитами, отступ три строки.

Вариантов написания даты несколько:

July 28, 2019;

July 28th, 2019;

28 July, 2019;

28th July, 2019.

полное имя получателя;
должность;
название компании;
номер дома, улица;
город, почтовый индекс;
страна.

Перед именем обязательно указывается **сокращенное обращение:**

Mr. (мистер, господин),

Dr. (доктор),

Ms. (мисс, для незамужней женщины),

Mrs. (миссис - для замужней женщины или если не уверены в статусе).

Пример:

Mrs Jennifer Grey
editor publishing company "GoodBook"
25 Downing St
London SW1A 2AB
United Kingdom

- Dear Sirs, Dear Sir or Madam

- (если вам не известно имя адресата)

- Dear Mr, Mrs, Miss or Ms

- (если вам известно имя адресата;
в том случае когда вы не знаете семейное положение женщины следует писать Ms, грубой ошибкой является использование фразы "Mrs or Miss")

- Dear Frank,

- (В обращении к знакомому человеку)

1. Thank you for your e-mail of (date)...
2. I apologise for not getting in contact with you before now...
3. I am writing in connection with/to ask about...
4. I have read/found your advertisement in...and would like to ...
5. I am interested in...
6. I would like to know more details about...
7. I would like to ask further information about/concerning...
8. I would like to ask if/when/why/where...

Could you possibly explain ...

Не могли бы вы пояснить...

We would like to point out that...

Мы хотели бы подчеркнуть, что...

We are interested in receiving...

Мы заинтересованы в получении...

We wish to draw your attention to the following...

Мы хотели бы обратить ваше внимание на следующее...

Please be informed that...

Ставим Вас в известность, что...

With reference to your letter...

Ссылаясь на ваше письмо...

We are organizing a...

Мы организуем...

We would also like to inform you...

Мы также хотели бы Вам сообщить...

Would you mind if...

Вы не возражаете, если...

We would be grateful if...

Мы были бы очень признательны Вам, если...

Please could you send me...

Пожалуйста, вышлите мне...

In the light of the above we are ...

В связи со всем вышеизложенным, мы

We are willing to arrange another meeting with...

Мы хотели бы назначить еще одну встречу с ...

- I would be very grateful if you could inform me about...
- I would be happy to attend the interview at any time that is convenient to you.
- Thank you very much for your time.
- Let me know whether you would like me to...
- I look forward to ...
 - hearing from you soon
 - meeting you next Tuesday
 - seeing you next Thursday

- Kind regards,

- Yours faithfully,

- Yours sincerely,

- С уважением...

- Искренне Ваш (если имя человека Вам не известно)

- (если имя Вам известно)

A) a letter of complaint to a course director

Formal

B) an email accepting your friend's invitation to a barbecue

Informal

C) a thank-you letter to your aunt

Informal

D) an email to a hotel owner asking for the return of some lost property

Formal

E) a letter to your friend telling her about a recent job interview you had

Informal

F) an email requesting information about an event

Formal

G) a letter making arrangements for a visiting speaker to come to a school

Formal

Dear Mrs Hughes, **salutation**

I have just read your advertisement for the summer English courses in Oxford and I am very interested in applying. However, I have a few questions that I would like to ask first. **opening sentences**

First of all, I would like to know how much each of the courses costs. I am particularly interested in the six-week course, but it would be helpful to know the prices of all the courses before I decide which one to take.

Secondly, I am interested in finding out more about the actual teaching on the course. Your advert says that the classes are small. How many students are there on average in each class? Also, what modern language facilities are available? Is there a student reference library or computer facilities? **main body**

Lastly, the advert states that options other than sharing a flat are possible. I would be very interested in living with a local English family in order to further improve my English. Would this be possible?

Thank you very much for your time. I look forward to hearing from you soon. **closing sentences**

Yours sincerely,
Sarah Stewart **signature**

Home task

p. 128-129 ex.2,6