

FORMAL LETTERS

22 Downer St
NY 6

*Your
address*

5th May 09

Date

FORMAL LETTERS

The Manager
Green Landscape
23 Marple Rd
London SW 19



*Name and
address of person
or business you
are written to*

22 Downer St
NY 6

*Your
address*

5th May 09

Date

FORMAL LETTERS

The Manager
Green Landscape →
23 Marple Rd
London SW 19

*Name and address
of person or
business you are
written to*

22 Downer St
NY 6

*Your
address*

5th May 09 *date*

Introduction

Dear Sir/Madam, → *comma*

FORMAL LETTERS

The Manager
Green Landscape
23 Marple Rd
London SW 19

*Name and address
of person or
business you are
written to*

22 Downer St
NY 6

*Your
address*

5th May 09 *date*

Introduction Dear Sir/Madam, *comma*

*1st reason
for writing*

I am writing to complain about a skirt I ordered from your catalogue last month.

FORMAL LETTERS. Example of a complaint letter

The Manager
Green Landscape
23 Marple Rd
London SW 19

*Name and address
of person or
business you are
written to*

22 Downer St
NY 6

*Your
address*

5th May 09 *date*

Introduction Dear Sir/Madam, *comma*

*1st reason
for writing*

I am writing to complain about a skirt I ordered from your catalogue last month.

*Complaints and
justifications*

Firstly, the skirt was not properly packaged. It was dirty and torn and it was not the colour I had asked for.

What is more, the people I talked on the phone were really rude and did not attend me properly

FORMAL LETTERS

The Manager
Green Landscape
23 Marple Rd
London SW 19

*Name and address
of person or
business you are
written to*

22 Downer St
NY 6

*Your
address*

5th May 09 *date*

Introduction Dear Sir/Madam, *comma*

*1st reason
for writing*

I am writing to complain about a skirt I ordered from your catalogue last month.

*Complaints and
justifications*

Firstly, the skirt was not properly packaged. It was dirty and torn and it was not the colour I had asked for.

What is more, the people I talked on the phone were really rude and did not attend me properly.

*Suggested
actions to
be taken*

I am very disappointed indeed and hope that steps will be taken to rectify this situation.

*Closing
remarks*

I will take further action if there is no response to this letter.

Yours faithfully
Rosario Rosales

FORMAL LETTERS

Formal letters have several parts:

- **The Heading:** Your address and the date
 - **The Address of the person you are writing to.**
 - **Salutation or greeting:**
 - a) Dear Sir/Madam . *If you don't know the name of the person you are writing to.*
 - b) Dear Mr/Mrs/Ms+person's surname
 - **The Introduction.** a short introduction that states the purpose of the letter/the reason for writing .
 - **The body** (2-4 paragraphs)that should contain the relevant information behind the writing of the letter (complaints, justifications, acceptance of invitation, qualifications...)
 - **Conclusion:** The final paragraph (suggested action to be taken, closing remarks, express understanding, promises...)
 - **The end of the letter:**
 - a)Yours faithfully: If you don't know the name of the person.
 - b)Yours Sincerelly: If you know the name of the person.
- Your signature below**

Let's see now how to write a job application letter

Your address

The Person
Address

Date

Salutation, (Dear Mr/Mrs/Ms+surname
Dear Sir(s)/Madam(s)

Introduction: Reason you are writing for

Main Body: 1st paragraph: profile and qualifications
2nd paragraph: work experiercer and duties
3rd paragraph: personal qualities.

Conclusion: closing remarks

Yours Sincerely/Faithfully

(Signature)

LETTERS OF COMPLAINT
USEFUL SENTENCES

		because of
I am writing	to you	in connection with
		regarding
	to complain about	
I feel I must	protest	about
	complain	
I want to express my strong dissatisfaction		

Final paragraph

I hope	we can sort out amicably this situation will not occur again the matter will be resolved this matter will receive your immediate attention
I trust	
I would be grateful if	you would (send me a refund)
I would appreciate I demand	a refund/full refund
I insist you replace (.....) at once I hope I will not be forced to take further action	



Useful language for letters of application for a job.

Introduction:

I am writing to apply for the place/post/job/position of which I saw advertised.....

I am particularly interested in applying for the job of

I would like to apply for the position/postadvertised in

I am writing in connection with your advertisement in....for the place/post....of

I am replying to an advertisement that appeared in for the post/job.....of

I am writing to inquire about the post advertised in yesterday's Canarias?

I have read/seen your advertisement in today's La Provincia and I would like to apply for the job/place/post/position of

My reason for writing is to apply for the job I saw advertised....



Main body: (first paragraph) reference to qualifications:

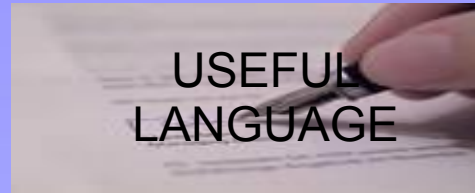
- *I feel I am well qualified for the position (and name your qualifications).*
- *I have qualifications in*
- *I am in my final year of ..*
- *I am graduated from*
- *I have a degree infrom.....*
- *I have also completed a year course in.....*
- *I have also done a MBA*
- *I have a certificate in...*
- *I can speak French.....*
- *I hold certificates in*



Useful language

Main body. Second paragraph . We give details of our working experience mentioning the kind of job, the duties,etc...

- *Some years ago/Last spring I worked as....*
- *I have had two years experience as*
- *After finishing university/graduatings I spent working in....*
- *At the present moment I am working for.....*
- *I have also been employed by.....*
- *For the last two years I have been working as a*
- *I have been in charge of.....*
- *My duties included*



Main Body. Third paragraph: we mention our personal qualities that we consider important for the position we are applying for.

- *I am a very organized reliable person and I enjoy working with people*
- *I am very socialble and hard working person*
- *I am able to cope with difficult situations.*
- *I am very easy to work with*
- *I am friendly, reliable and work well under pressure.*
- *I am an enthusiastic and friendly person who enjoy working with people.*

I would be happy to attend an interview at any time convenient for you

Yours faithfully
Rosario Rosales

Useful language

CONCLUSION

Mention you have attached your CV or completed application form and that you are willing to attend an interview.

- *I have attached a resume outlining my qualifications and experience and please contact me at any time to arrange for an interview.*
- *I enclose my CV and would be glad to attend an interview at any time convenient for you*
- *My CV with my qualifications and experience has been attached and I would be happy to attend an interview at any time convenient for you.*
- *I have enclosed my CV in the hope that you will consider my application.*

EXAMPLE

5 Geranium Rd
G. Canaria
8th May 09

The Headmaster
Language School
Las Palmas

Dear Mr. Leon,

I am writing to apply for the position of English teacher advertised in yesterday's Canarias7

I graduated from La Laguna University three years ago and I have been giving English classes at La Piedad School since 2007. I also hold certificates in computer courses and NLP. What is more, I speak Chinese and French fluently.

I am reliable, friendly and I enjoy working with people. I am patient and believe in encouraging students to reach their full potential.

I have enclosed a copy of my CV. I would be glad to attend an interview at any time convenient for you.

Yours Sincerely

Rosario Rosales

HOMEWORK

You saw this advertisement in “The Wall Street News” for the position of the position of an accountant, and you have decided to apply for it. Write a letter applying for the job.

We have a vacancy for an accountant. Experience is desirable.

Please apply in writing to
Ms J. Wikilson
29 Malcom St.
London SW 18