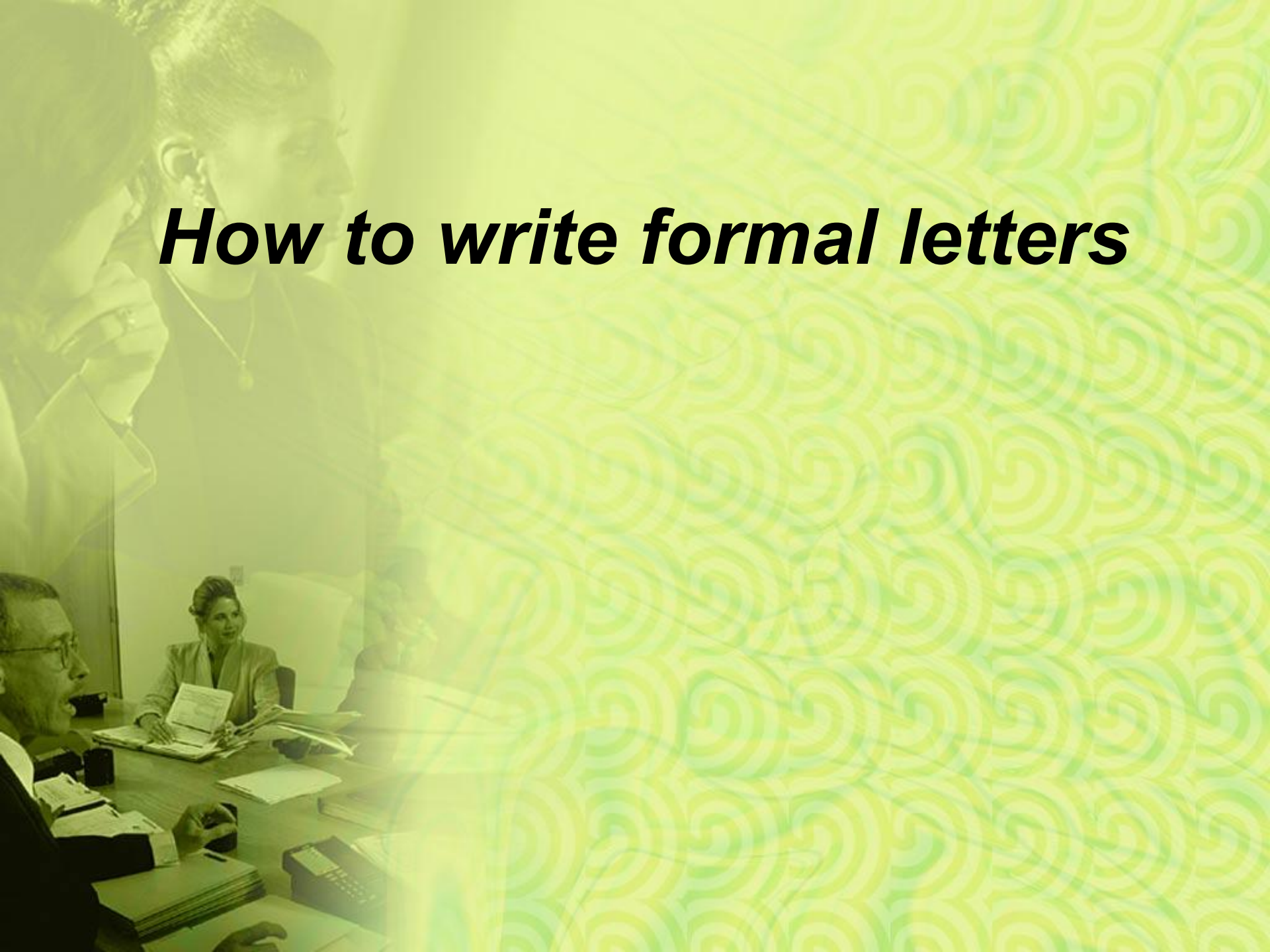
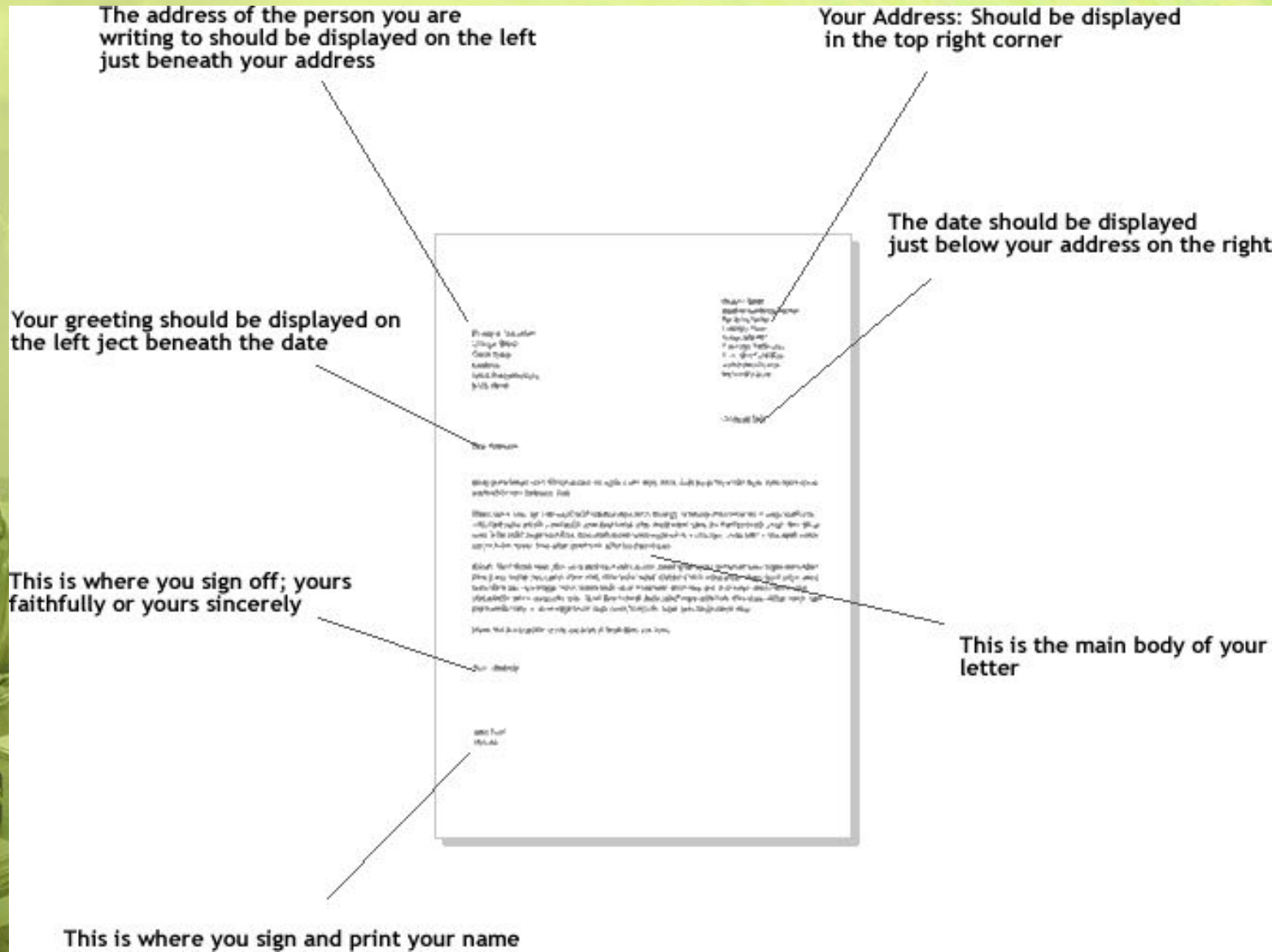


How to write formal letters



Structure of a formal letter

the example letter below shows you a general layout for a formal letter



The formal letter should contain:

- **Sender's Address**

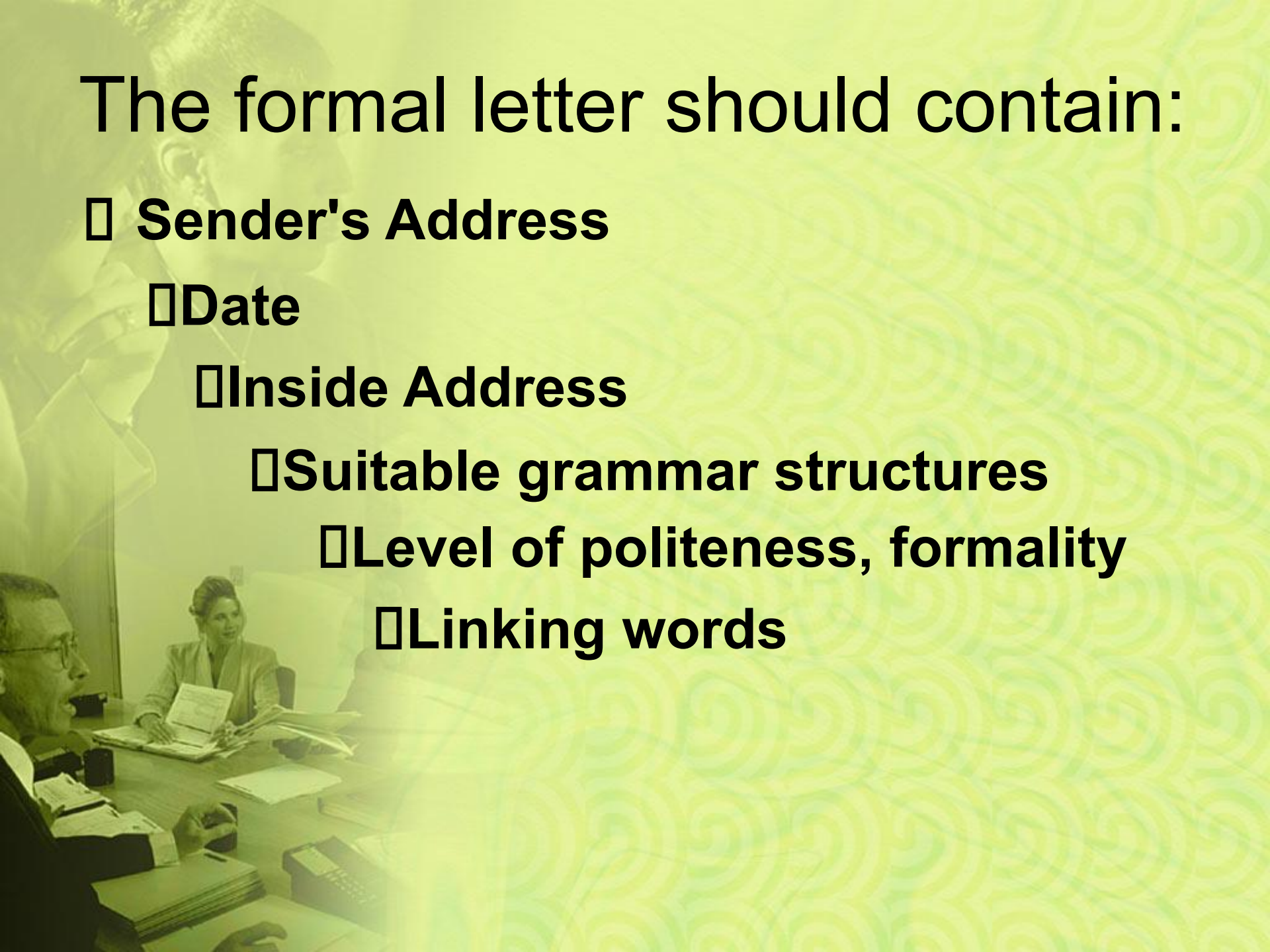
- **Date**

- **Inside Address**

- **Suitable grammar structures**

- **Level of politeness, formality**

- **Linking words**



Rules for writing formal letter

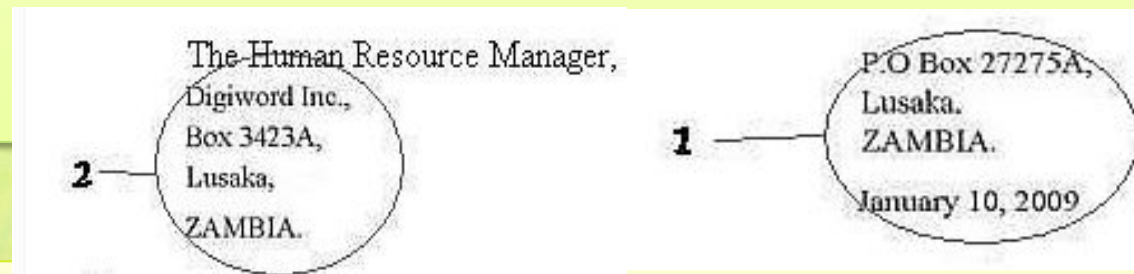
□ Addresses:

1) Your Address

The return address should be written in the top right-hand corner of the letter.

2) The Address of the person you are writing to

The inside address should be written on the left, starting below your address.



□ Date:

Different people put the date on different sides of the page. You can write this on the right or the left on the line after the address you are writing to. Write the month as a word

Salutation or greeting:

□ 1) ***Dear Sir or Madam,***

If you do not know the name of the person you are writing to, use this. It is always advisable to try to find out a name.

□ 2) ***Dear Mr Jenkins,***

If you know the name, use the title (Mr, Mrs, Miss or Ms, Dr, etc.) and the surname only. If you are writing to a woman and do not know if she uses Mrs or Miss, you can use Ms, which is for married and single women.

Ending a letter:

1) *Yours faithfully*

If you do not know the name of the person, end the letter this way.

2) *Yours sincerely*

If you know the name of the person, end the letter this way.



Introduction

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

Giving the reason for writing

I am writing to enquire about
I am writing with the reference to your letter ...
I am writing to apologize for ...
I am writing to confirm
I am writing to request ...
I am writing to complain about ...
...

Making request

Could you (possibly) ...?
I would be grateful if you could
I would appreciate it if you could
Would you mind?

The main body of letter

The main body of the formal letter should clearly state the points that you want to make in your letter. As a general rule it is a good idea to keep this as to the point as possible to ensure that the recipient remains engaged. Longer letters may be more appropriate when making a complaint as you may require to add more detail in order to convey the importance of what you are putting across.

Agreeing to requests

I would be delighted to

...

I would be pleased to

...

Giving bad news

Unfortunately, ...

I am afraid that ...

Conclusion and the end of letter

The concluding paragraph of a formal letter should outline what action you would like the recipient to take: to make a refund, to send you information etc.

Closing remarks

Please contact us again if we can help in any way / there are any problems / you have any questions.
Should you have any further questions/queries, please do not hesitate to contact us.
If you need any further information, please contact us again.

Finishing salutation

Yours faithfully, (if you don't know the name of the person you're writing to)
Yours sincerely, (if you know the name of the person you're writing to)
Best wishes, (if the person is a close business contact or friend)
Best regards, (if the person is a close business contact or friend)

Linking words

□ **Beginning:**

first/ first of all/ secondly/ thirdly ...

□ **Reinforcement:**

above all/ actually/ in addition/moreover/as well as/ furthermore/then/what is more

□ **Comparison:**

also/both ...and ../likewise/ in the same way

□ **Summary:**

altogether/in conclusion/ to sum up/ all in all/thus/therefore

Abbreviations Used in Letter Writing

The following abbreviations are widely used in letters:

- **asap** = as soon as possible
- **cc** = carbon copy (when you send a copy of a letter to more than one person, you use this abbreviation to let them know)
- **enc.** = enclosure (when you include other papers with your letter)
- **pp** = per procuracionem (A Latin phrase meaning that you are signing the letter on somebody else's behalf; if they are not there to sign it themselves, etc)
- **ps** = postscript (when you want to add something after you've finished and signed it)
- **pto** (*informal*) = please turn over (to make sure that the other person knows the letter continues on the other side of the page)
- **RSVP** = please reply

Sample Letter

Nuts and Bolts
24 High Street
Whitby

23 August 2007

Fred Benn
The Bolt Shop
456 Back Street
Rockville

RE: Bolt Order No. 154/24"/0X

Dear Mr Benn*

With reference to our telephone conversation today, **I am writing to confirm** that we have not yet received payment for the above order.

Please find enclosed a copy of the proforma invoice for this order.

We would be grateful if you could make payment as soon as possible.

Should you have any questions, please do not hesitate to contact us.

Yours sincerely

Kenneth Bran
Director of Nuts and Bolts

Enc. **