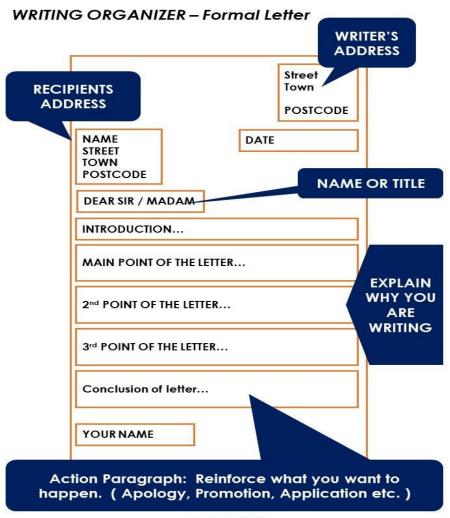
## **UNIT 5 FORMAL LETTERS**

We write formal letters to people we do not know, or those whom we only know a little about and with whom we do not have the same close contact (strangers).

There are very important differences when writing a formal letter:

- 1. The sender writes his/her FULL NAME and ADDRESS on the TOP RIGHT CORNER of the letter.
- 2. The DATE goes on the following line, ALIGNED with the sender's address.
- 3. The sender writes the FULL RECIPIENT'S NAME, his / her TITLE and ADDRESS on the following line on the LEFT SIDE of the letter.
- 4. The SALUTATION/GREETING has two different forms:
  - if we KNOW the recipient's LAST NAME, then we write as follows:
    - o DEAR Mr. \_\_\_\_\_ (man)
    - o Mrs. \_\_\_\_\_ (married woman)
    - o Ms.\_\_\_\_\_ (unknown marital status) / Miss \_\_\_\_\_ (single lady);
  - if we DO NOT KNOW the recipient's LAST NAME, we write:
    - o DEAR Sir / Madam
    - o "To whom it may concern"
- 5. Write a comma ALWAYS after the salutation:
  - a. "Dear Mr. Smith,"
- 6. In the INTRODUCTION, write a sentence stating the PURPOSE your letter:
  - a. "I am writing this letter to learn about..."
    - ... TO REQUEST / BECAUSE I WOULD LIKE TO KNOW some (more) information/details about/regarding... (asking for information)
    - ... TO COMPLAIN ABOUT... (complain about a problem)
    - ... TO INFORM YOU ABOUT... (give information)
    - ... TO EXPRESS MY CONCERNS ABOUT... (share your worries/concerns about/regarding a problem)
    - ... TO ORDER (goods such as "shoes", "books"...) (buy something)
    - ... TO APPLY FOR A JOB (asking for a job)
    - ... TO FORMALLY SUGGEST (suggest something)
- 7. In the BODY (any sentence AFTER YOUR INTRODUCTORY SENTENCE), give more specific details about the purpose of your letter:
  - What information you need (timetables, prices, models,...)
  - What happened, the reason for your complaint and requested compensation for this inconvenience that you are writing about
  - Describe the details that the recipient (the party who will be receiving your letter/e-mail) has asked for (timetables, prices, models, colours, ...)

- Explain why you are worried, describe your worries or concerns, why the sender should consider your concerns...
- Describe the product you want to purchase, the number, the colour, the material... (ie. Ebay vendor/company)
- Explain why you are the best candidate for that job position, describe your skills, training, experience... (writing to an employer)
- Explain what your suggestion is, why the recipient should consider it, why your suggestion is their best option...
- 8. In the CLOSURE, we REINFORCE what we want to happen:
  - a. (apology, promotion, application...)
  - b. add some sort of fixed expression, such as:
    - i. "I am looking forward to hearing from you soon!"
- 9. The FINAL SALUTATION/FAREWELL has two different forms:
  - if we KNOW the recipient's full name, then write:
    - o "Yours sincerely" or "Sincerely yours" (AlWAYS followed by a comma)
  - if we DO NOT KNOW the recipient's full name, then write:
    - o "Yours faithfully," or "Faithfully yours," (ALWAYS followed by a comma)
- 10. SIGNATURE, OUR HANDWRITTEN FULL NAME and TITLE (if you have one; Mr., Mrs., Ms., Miss)



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