

HOW TO WRITE A FORMAL LETTER OR EMAIL

Why writing a formal letter? What for?

- Some universities in the UK or the USA - an introduction letter
- To apply for a job, some companies may ask you to write a formal letter/email together with your CV
- To complain about something (a purchase on the internet), to cancel a service with a company (telephone, electricity...)

Formal letter/email requires:

- Formal language (vocabulary, no contractions, no slang)
- Specific expressions to start and finish
- Specific structure

1. YOUR ADDRESS

- In the **top-right corner**

Emma Watson
22 Birdsall Avenue
London, NW1 5BT
United Kingdom

2. THE DATE

- **Under** your address

Emma Watson
22 Birdsall Avenue
London NW1 5BT
United Kingdom

12th April, 2016

3. RECIPIENT'S ADDRESS

- On the **left** side

Mr. Smith

136 Brookstone Street

London W1B 5SC

United Kingdom

4. SALUTATION

- **Under** the recipient's address

Dear Mr. Smith,

Dear Sir,

Dear Madam,

Dear Sir/Madam,

A red speech bubble with a white border, containing the text "Don't forget the COMMA!!".

Don't
forget the
COMMA!!

5. FIRST PARAGRAPH

- Explain **why** you are writing

I am writing to apply for the receptionist position advertised in The Guardian on 7th of April.

I am writing in order to complain about a pair of shoes I bought in your establishment on the 7th of April.

6. MAIN BODY

- Introduce **yourself** / Explain **your situation**

My name is Emma Watson and I am 17 years old. I am very hard-working, diligent and organised. I am a team player, but I can also work independently. I believe I am suitable for this position because I am very good with people and also, as you can see from my CV, which you will find enclosed with this letter, I am fluent in Spanish, English and French.

7. CLOSING PARAGRAPH

- *I am ready to come in for an interview at any time.*
- *If you need any more information, please do not hesitate to contact me.*
- *I am looking forward to hearing from you / to your reply.*

8. ENDING

OPENING	ENDING
Dear Mr. Smith,	Yours sincerely,
Dear Sir / Madam	Yours faithfully,

9. SIGNATURE

- Don't forget to sign the letter with your **full name on the left!**

Yours sincerely,

Emma Watson

Carlota Sánchez López
C/ Arboleda, 54
04007, Almería
Spain

12th April, 2015

Mrs. Hogan
35 South Ella Road
Hull, HU5 5SC
United Kingdom

Dear Mrs. Hogan,

I am writing to you in order to apply for the hotel receptionist position advertised in The Guardian on the 7th April.

My name is Carlota Sánchez and I am 17 years old. I am very hard-working, punctual and organised. I work well in teams as well as independently, and I am used to working under pressure. As you can see from my CV, which is enclosed with this letter, I am a native speaker of Spanish and I am fluent in English and French.

I have worked as a waitress in a very popular, busy restaurant in my town for two years, which gave me plenty of experience working with people. Furthermore, I have also done some volunteer work in the reception area of a local NGO in Almería, so I am familiar with the receptionist job requirements.

At the moment I am finishing my last year at school, but I am happy to attend an interview at any time of your convenience.

I look forward to hearing from you.

Yours sincerely,

Carlota Sánchez

Charlotte Atkinson
23 Kings Road
Cottingham HU5 5QT
United Kingdom

12th April, 2015

Mrs. Hogan
35 South Ella Road
Hull, HU5 5SC
United Kingdom

Dear Mrs. Hogan,

I am writing to you in order to complain about a dress I purchased in your establishment on Thursday, 7th April.

My name is Charlotte Atkinson and I am a regular customer in your shop. I have been buying clothes from both your shop and on your website page for ten years and nothing has ever gone wrong. However, last week, on Thursday 7th April, I purchased a red dress, which I paid by credit card, and asked your staff if they could send me the dress to my home address, because I could not pick it up myself. When I received the parcel, the dress was not red, it was bright orange. Moreover, it was the wrong size and the zip was broken.

I have tried to call the shop to tell them about the mistake and see if we could find a solution, but your staff has ignored me repeatedly, so I have decided to write to you directly. I feel that a refund for the price of the dress, which cost £89, would be appropriate.

I am looking forward to hearing from you.

Yours sincerely,



Destinatario/Para/To: hotelcanterville@hotmail.com

De/From: ethanmarquez@gmail.com

Asunto/Subject: To book a room in your hotel

Fecha/Date: 20th May

Dear Mr Smith,

My name is Ethan Márquez. I'm writing from Spain because I'd like to book a double-room in your hotel from 18th July to 30th July.

I've looked for a room in your hotel website and I found one for 85 euros a night breakfast included for those dates. Is this information right?

I'm looking forward to your answer.

Yours sincerely,

Ethan Márquez

WHY ARE YOU WRITING? WHAT FOR? (Purpose connectors)

IN ORDER TO + INFINITIVE

“I’m writing in order to complain about....”

“I hope you take my remarks into account in order not to make more mistakes”

SO AS TO + INFINITIVE

“I’m sending you my CV directly so as not to keep you waiting for it”

TO + INFINITIVE

“I’m writing to book a room in your hotel...”

SO THAT + A CLAUSE (Subject + Verb...)

“I hope you will consider my application so that I can work with you soon”