

# Letter writing

## Formal Letters Applying for a job – *British style*

<p>Write the address, name and position of the person you are writing to here.</p>	<p>Never write your name at the <b>top</b> of a letter.</p> <p>22 Rocks Lane Bristol BS8 9DF</p>	<p>Write your own address in the top right-hand corner.</p>
<p>Personnel is sometimes called <b>Human Resources</b>.</p>	<p>20 April 2005</p> <p>Ms Patricia Wright Personnel Department Multimedia Design 4 Albion Road London SE1 8DD</p>	<p>The date can go on either the left or the right.</p>
<p>Use <b>Sir</b> or <b>Madam</b> if you do not know the name of the person you are writing to, and use the person's title (<b>Mr</b>, <b>Ms</b>, etc.) and their surname if you do.</p>	<p>Dear Ms Wright</p> <p>I am writing to apply for the <b>post</b> of assistant designer advertised in the Evening Post of 18 April. Please find enclosed a copy of my CV. <b>1</b></p>	<p>In your application use the word <b>post</b>, <b>position</b> or <b>vacancy</b>, not 'job'.</p>
<p>Use formal linking words and phrases.</p>	<p>Since graduating from Cardiff University I have been working for EMS Corporate Imaging on a contract basis. I have become particularly interested in interactive and multimedia work and now wish to develop my career in that direction. <b>2</b></p> <p>I would welcome the chance to work as part of a small dynamic team where I could make a significant contribution while developing my skills yet further. I would be happy to show you a portfolio of my work. <b>3</b></p>	
<p>Avoid contractions: (<b>I am</b> rather than <b>I'm</b>).</p>	<p>I am available for interview next week and look forward to hearing from you. <b>4</b></p>	
<p>Sign your name and print it in full afterwards.</p>	<p><b>Yours sincerely</b></p> <p><i>Mark Wallace</i></p> <p>Mark Wallace</p>	
<p><b>Encl.</b> or <b>enc.</b> shows you have enclosed something.</p>	<p>Enc. CV</p>	<p>In British English end your letter <b>Yours sincerely</b> if you have begun it with a person's title and family name. If you have begun <b>Dear Sir</b> or <b>Madam</b>, then end your letter <b>Yours faithfully</b>.</p>

### paragraph 1

explain which job you are applying for and how/where you heard about it

### paragraph 2

briefly describe your most relevant qualifications and/or experience

### paragraph 3

explain why you want the job and why you think you would be good at it

### paragraph 4

say how you can be contacted and/or when you are available for interview

## Other useful phrases for a job application:

### paragraph 1

- ▶ *I noted with interest your advertisement for a... in today's edition of...*
- ▶ *I am writing in response to your advertisement in... for the position of...*
- ▶ *I would like to apply for the vacancy advertised in...*
- ▶ *With reference to your advertisement in...*
- ▶ *I am interested in applying for the post of...*
- ▶ *As you will see from my CV...*
- ▶ *I have enclosed a copy of my CV, from which you will see...*
- ▶ *Please find enclosed a copy of my CV.*

### paragraph 2

- ▶ *I am currently studying... at...*
- ▶ *After graduating from..., I...*
- ▶ *Since leaving university, I have...*
- ▶ *On leaving school, I...*

- ▶ *Having gained a degree, I...*
- ▶ *While I was working at...*
- ▶ *During my employment at...*
- ▶ *I am currently employed as...*

### paragraph 3

- ▶ *This post interests me because...*
- ▶ *I would welcome the chance to gain more experience of...*
- ▶ *I would be grateful for the opportunity to improve my... skills.*
- ▶ *I have extensive experience of...*

### paragraph 4

- ▶ *If you consider that my experience and qualifications are suitable...*
- ▶ *I am available for interview any afternoon and would be pleased to discuss the post in person.*
- ▶ *I will be available for interview from... to...*
- ▶ *I can arrange to attend an interview whenever convenient for you.*

## A letter of complaint

17 Wolfson Close  
Reigate  
Surrey RH6 3KE  
Tel: 0116 587392  
12 December 2005

Customer Services  
Mainrail  
Carbis House  
London WC1 5NR

Dear Sir or Madam

I am writing to complain about the poor service provided by your train company. ❶

Yesterday I travelled on the 7.20 from Oxford to London Paddington. Not only was the train thirty minutes late leaving Oxford but we were further delayed at Reading and no explanation or apology was offered. Furthermore, the heating broke down and the train got colder and colder. I complained to a member of staff, who was most unhelpful and unsympathetic. ❷

As a result of the delays I was two hours late for an important meeting with a valuable client, which caused considerable difficulty and embarrassment. ❸

In the circumstances I believe I am entitled to compensation. I look forward to hearing from you very soon. ❹

Yours faithfully

**John Holland**

John Holland

Most letters of complaint use formal language and are organized in a standard way:

### paragraph ❶

explain why you are writing

### paragraph ❷

explain what the problem is and describe any action you have already taken

### paragraph ❸

say what inconvenience it has caused you

### paragraph ❹

state what you want done about the problem

## Other useful phrases for a letter of complaint:

- ▶ *I am writing to express my dissatisfaction with/at...*
- ▶ *I was surprised/shocked/horrified to find...*
- ▶ *I returned/explained/requested...*
- ▶ *What made matters worse was that...*
- ▶ *Furthermore/in addition/what's more...*
- ▶ *As if this was/were not enough...*
- ▶ *On top of all this...*
- ▶ *As a consequence...*
- ▶ *This caused me to...*
- ▶ *I am sure you will appreciate that this level of service is unacceptable.*
- ▶ *I expect to be compensated for the inconvenience I have been caused.*
- ▶ *I expect better service from a company of your reputation.*
- ▶ *Please replace the goods as soon as possible.*
- ▶ *I would like a full refund.*
- ▶ *I would like to know what action you will take to rectify this situation.*
- ▶ *In future I shall take my custom elsewhere.*
- ▶ *I look forward to a prompt reply/a full explanation.*
- ▶ *I await your response/comments.*

## Asking for information – American style

179 San Jacinto Blvd  
San Antonio TX 78210  
September 3, 2005

Southern Sports Holidays  
142 Woodbridge Road  
Denver CO 80201-1023

### To whom it may concern:

I am interested in language and sports holidays as advertised in your brochure and I would appreciate it if you could send me further information about prices and facilities.

Could you tell me how many hours a week of language tuition are offered and how large the groups are? I would also like to know whether special diets are catered for, as one of my friends is a vegetarian.

Thank you.

Sincerely,

GLORIA RODRIGUEZ

Gloria Rodriguez

- **To whom it may concern** is used especially in American English if you do not know the name of the person you are writing to.
- In American English end your letter **Sincerely, Sincerely Yours** or **Yours Truly**.

### Other useful phrases for asking for information:

- ▶ *It would also be helpful to know what/when/etc...*
- ▶ *I would be interested to know...*
- ▶ *Please let me know...*
- ▶ *Would you send me details of...*
- ▶ *I would be grateful if you could let me have...*

## Informal letters

### A letter of thanks

There is no need to put the address of the person you are writing to.

4 Longton Avenue  
Exeter  
Devon EX3 8NS

Your address usually goes in the top right hand corner. It can be left out altogether.

28 June 2005

Use **Dear** + your friend's first name.

*Dear Lucy*

*Just a note to say a big thank you for giving us such a fab time in the Lake District. Bill and I were so pleased to meet your family, and they made us really welcome.*

You can use informal language, contractions (I'll, we're), etc.

*I'll never forget climbing Helwellyn. My legs ached for days, but it was worth it for the fantastic views!*

If you want to introduce some more information or something that you have forgotten you can put **PS** (postscript) after your name.

*We're both back at work now and very busy. However, this weekend we're going to decorate the spare room so I hope you'll come and visit us soon.*

*Love,  
Ellie*

End your letter with **Love, Love from, Lots of Love** for a close friend or a relation. Use **Best wishes, All the best, Take care** for others.

*PS I found that CD you told me about. Great band!*