

UNIT 1

Part B Letter Writing

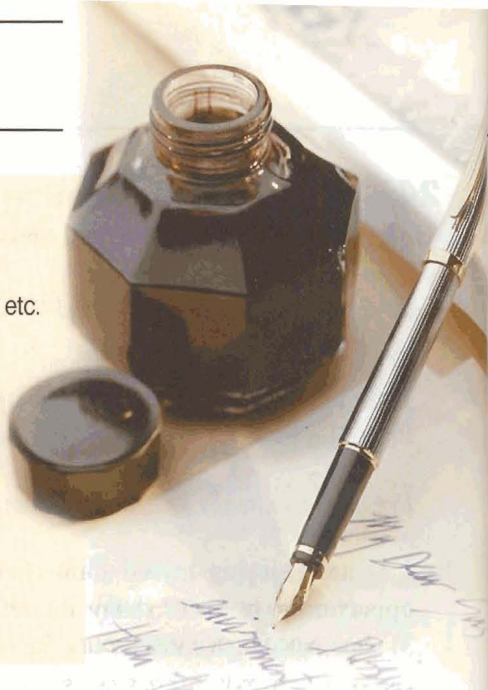
TYPES OF LETTERS

There are various types of letters, such as:

- letters of application
- letters of complaint
- letters to the editor etc.

The type of letter you should write depends on the reason for writing (i.e. to give your news, to invite somebody to a party, etc to make a complaint, to apply for a job, etc). Depending on the rubric, you may be asked to write a letter for more than one reason (i.e. to give your news and ask for advice.) The most common reasons for writing a letter are:

- giving/asking about **news**
- giving/asking for **advice**
- giving/asking for **information**
- **apologising** for something
- **thanking** someone
- **congratulating** someone
- **inviting** someone
- **accepting/refusing** an invitation
- making **suggestions** etc



1 Read the extracts (A-F) and decide what type of letter each is from (1-6). Which key words helped you decide? Underline them.

A I really hope you can come to my party. I'm sure we'll have a wonderful time.

D I received your leaflet in the post. I am very interested in the course and would be grateful if you could give me some more information.

B I'm writing to ask you what you think I should do about Robert. I'd really like your advice as he's been ...

E I have enclosed my CV. I would be grateful if you could consider my application. I look forward to hearing from you.

C I'm having a fantastic time on holiday. I went sailing yesterday and I'm going to take part in a diving competition this afternoon. I can't wait!

F I am writing to complain about the dishwasher which I purchased from your company last Monday.

1 ☐ letter of application

2 ☐ letter giving news

3 ☐ letter of invitation

4 ☐ letter asking for information

5 ☐ letter of complaint

6 ☐ letter asking for advice

2 The paragraphs in the letter below are in jumbled order. Put them into the correct order, then identify the type of letter.

A ☐ Unfortunately, I won't be able to come as I'll be at a seminar in Berlin that week. It's a pity I'll miss your big day, but I promise to make it up to you.

B ☐ Anyway, thanks again for the invitation. I wish you both all the best for the future.
Love,
Margaret

C ☐ Dear Rachel,

I'm writing to thank you very much for the invitation to your wedding. I'm really happy the two of you are finally tying the knot.

LAYOUT OF LETTERS

All letters should include the following:

- an **appropriate greeting** (e.g. *Dear Sir/Madam, Dear Aunt Claire, Dear Mrs Baker*, etc);
- an **introduction**, in which you write your **opening remarks** (e.g. *Hi! How are you?*) and **reason(s) for writing** (e.g. *I'm just writing to congratulate you on passing your exams, I'm writing to apologise for ... , We were thrilled to hear that ... , I was sorry to hear ...* etc);
- a **main body**, in which you write about the specific topics of the letter in detail;
- a **conclusion**, in which you write your **closing remarks** (e.g. *Please forgive me – it won't happen again, I promise; Looking forward to seeing you ...! , Please write soon, Take care!, Can't wait to hear from you, I'd better sign off now, That's all for now*); and
- an **appropriate ending** (e.g. *Yours faithfully + your full name, Lots of love + your first name*).

WRITING STYLE IN LETTERS

The writing style you should use (i.e. **informal**, **formal** or **semi-formal**), depends on **who you are writing to**. More specifically:

- when you are writing to someone you know well (i.e. a close relative, your best friend, etc.) you should use informal style.
- when you are writing to someone you do not know, or to someone who is in authority (i.e. the manager of a hotel, a doctor, etc) you should use formal style.
- when you are writing to someone you do not know very well, or someone you want to be polite and respectful to (i.e. a friend's parents, your teacher, etc) you should use semi-formal style.

(See Appendix II for examples of each style.)

CHARACTERISTICS OF:

a) INFORMAL LETTERS

- **address & date**
i.e. your address in the top, right-hand corner, followed by the date.
- **greeting**
(e.g. *Dear John, Dear Mum*, etc.)
- **informal language**
(e.g. *I've been meaning to write to you for ages; Don't worry; By the way; It was a piece of cake; I'll pick you up; We can give it a try*, etc)
- **ending**
(e.g. *Yours/Love/Best wishes/Regards/etc + your first name*)

b) FORMAL LETTERS

- **address & date**
i.e. your address as well as the recipient's address. Your address in the top, right-hand corner, followed by the date. The recipient's position, the name and address of the company, organisation, etc on the left-hand side.
- **greeting** (e.g. *Dear Mrs Davis* — when you know the person's name — *Dear Sir/Madam* — when you do not know the person's name)
- **formal language** (e.g. *I am writing with regard to your advertisement; I would appreciate a reply at your earliest convenience; The product which was delivered, proved to be faulty*; etc)
- **ending** (e.g. *Yours sincerely/ faithfully + your full name*)

* **Note:** when you begin with *Dear Mr/Mrs/Ms Marcus*, you should end with *Yours sincerely + your full name*. When you begin with *Dear Sir/Madam*, you should end with *Yours faithfully + your full name*.

c) SEMI-FORMAL LETTERS

- **address & date**
i.e. your address in the top right-hand corner, followed by the date
- **greeting**
i.e. *Dear Mr/Mrs/Ms + person's surname* (e.g. *Dear Mrs Marcus*)
- **semi-formal language**
- **ending**
(e.g. *Regards/Best wishes/etc + your first name or full name*)

3 Mark the phrases as F (for Formal) or I (for Informal).

- 1 I would also appreciate some information about
- 2 Well, I must go now
- 3 Please accept my sincere apologies
- 4 You are cordially invited to attend
- 5 I am writing in response to your advertisement
- 6 Thanks for the invitation to your dinner party
- 7 I am writing to express my strong dissatisfaction with
- 8 I look forward to meeting you in person
- 9 Just a quick note to tell you
- 10 I am writing to bring to your attention the
- 11 Please do not hesitate to contact me
- 12 I'm so sorry to hear you're having problems with
- 13 Write back soon
- 14 We regret to inform you that
- 15 I won't take no for an answer

4 Read the situation below and answer the questions that follow.

This is your last year at school and you are unsure of what course to take at university. You have decided to write a letter to, asking for advice.

- a) **What style should you use if you are writing to:** **A** a friend? **B** your former teacher? **C** a careers advisor?
- b) **First match the beginnings and endings and then say which of the people in part a) each letter is addressed to.**

BEGINNINGS...

- 1 Dear Karen,
Hi! How are you? I'm writing because I've no idea which course to take at university next year. I really need your advice!
- 2 Dear Mrs Arnold,
I hope this letter finds you well. I am writing to ask you for some advice about which course to take at university next year.
- 3 Dear Sir/Madam,
I am writing to enquire whether you can advise me on which course to apply for next year at university.

...ENDINGS

- A** Thank you for taking the time to read this letter. I look forward to hearing from you.
Best wishes,
Amy Milton
- B** I would be extremely grateful if you could advise me on what to do. Thank you in advance for your kind cooperation.
Yours faithfully,
Amy Milton
Amy Milton
- C** What do you think I should do? Please write back soon and tell me.
Love,
Amy

- 6) played a big part / was very important
7) making sure / ensuring
8) occasion / whole thing
9) went so well / was such a success
10) tell you how much I appreciate / thank you enough for

Dear Gavin,

- 1) to
2) for
3) with
4) for
the end-of-term party.

- 5)
6)
in 7)
that the 8)
9)

I can't 10)
..... all your hard work.

Love,
Becky

Dear Mr Conway,

- 1) to
2) for
3) with
4) for
the end-of-term party.

- 5)
6)
in 7)
that the 8)
9)

I can't 10)
..... all your hard work.

Best wishes,
Becky Jones

5 a) Read the pairs of expressions (1-10) and the letters which follow, then choose the most suitable expression to complete each gap.

- 1) Hi — just a quick note / I am writing
2) thank you very much / say thanks a lot
3) all your help / your kind assistance
4) getting ready / preparations
5) Your contribution / What you did

- b) **Which letter is informal, and which letter is semi-formal?**
What type of letter are they?

- 6** Match the beginnings to the endings, then identify what type of letter each pair is from. Finally, say whether each pair has been written in formal or informal style.

BEGINNINGS...

- 1 I'm writing to tell you my wonderful news ...
- 2 I would greatly appreciate it if you could provide me with some information regarding ...
- 3 Thanks a lot for your invitation. We'd love to come ...
- 4 I can't tell you how sorry I am that I ruined ...
- 5 I am writing to draw your attention to the terrible treatment I received from ...
- 6 I am writing to apply for the post of music teacher as advertised in ...

...ENDINGS

- A Once again, I'd like to say how very sorry I am about ...
- B I enclose my CV and would be glad to attend an interview at your earliest convenience.
- C Well, that's all for now. Write back and tell me what you've been up to.
- D Let me know if you want us to bring anything to the party. See you on the big day!
- E I look forward to receiving the information and would be grateful if you could reply as soon as possible.
- F I insist on a written apology. I trust this matter will receive your immediate attention.

- 7** Read the rubrics below and answer the questions.

- A You have seen an advertisement in the local newspaper for a teaching job. Write a letter to the headmaster of the school, applying for the job. *Formal Dear Sir/ma Yours Faithful*
- B A friend you haven't seen for months is getting married in the summer and has invited you to the wedding. Write a letter accepting the invitation. *I hope for your answer Dear to Inform Friend congratulating*
- C You have just returned from a trip to South America. Write a letter to a friend telling him/her all about it. *apologising Dear Sir/ma giving news*
- D You are the secretary of a language school and have received a letter from someone interested in learning French. Write a letter in reply, informing the person about the courses offered at your school. *Formal Dear Sir/ma to give information*
- E You recently bought a box of your favourite breakfast cereal. On opening it, you found that the box was half empty and the remaining contents were no longer fresh. Write a letter to the manager of the cereal company complaining about it. *Dear Sir/ma Formal refusing making suggestions*
- F Your cousin has recently won first prize in a short story competition. Write a letter congratulating them on their success. *I'm writing to congr. Dear Sir/ma Informal*

- 1) What type of letter should you write for each rubric?
- 2) Who is going to read your letter?
- 3) What style should you use in each letter?
- 4) How would you begin and end each letter?
- 5) Can you suggest appropriate opening and closing remarks for each letter?

UNIT 2 Informal Letters

 **1** Read questions 1 to 3, then listen to the cassette and choose the correct answers. Finally, use your answers to talk about Monique's letter.

- 1 Who is Monique writing to? 2 What is her main reason for writing?
 A a complete stranger A to tell Jackie some good news
 B someone she knows well B to apologise for not writing sooner
- 3 Which of these statements are true? Tick (✓).

In her letter to Jackie, Monique ...

- | | |
|--|--|
| A mentions her future plans <input type="checkbox"/> | D complains about Jackie's last letter <input type="checkbox"/> |
| B invites Jackie to visit her <input type="checkbox"/> | E asks Jackie to reply soon <input type="checkbox"/> |
| C promises to write soon <input type="checkbox"/> | F sends her regards to Jackie's parents <input type="checkbox"/> |

Informal letters are sent **to people you know well** (e.g. friends, relatives, etc) about your recent news, personal problems, information you need, etc. They are written in an **informal style** with a chatty, personal tone.

- An informal letter should consist of:
 - a) an informal **greeting** (*Dear Ken/Aunt Joan/etc*);
 - b) an **introduction** in which you write your opening remarks (i.e. asking about your friend's health, etc) and mention your reason for writing
e.g. *Hi! How are you? I thought I'd write and let you know that ...*;
 - c) a **main body** in which you write the main subject(s) of the letter in detail, starting a new paragraph for each topic;
 - d) a **conclusion** in which you write your closing remarks
e.g. *That's all my news for now. Write back soon ...*;
 - e) an informal **ending** (e.g. *Lots of love/Best wishes/etc* + your first name).

2 Read the rubric and underline the key words, then answer the questions.

You recently moved to a big city and have decided to write to a friend from your old neighbourhood. Write a **letter** describing life in your new city and your feelings about the change.

- | | |
|---|-------------------------------------|
| 1 Who is going to read your letter? | • heavy traffic (<i>negative</i>) |
| 2 Where is this person now? | • constant noise from cars |
| 3 Where are you now? | • ugly grey buildings |
| 4 Why are you writing the letter? | • plenty of sports facilities |
| 5 What topics should your letter include? | • wide choice of things to do |
| 6 How will you begin and end the letter? | • huge crowds |
| 7 Which of the following are <i>positive</i> aspects of life in a big city? Which are <i>negative</i> ? | • good public transport system |
| • lots of cafés, cinemas, etc (<i>positive</i>) | • large modern shops |
| 8 Make sentences using the prompts above and the phrases in the boxes on the right, as in the example. | |

Introduction

Paragraph 1

opening remarks/reason(s) for writing

Main Body

Paragraphs 2 - 3 - 4 *

development of the subject(s)

Conclusion

Final Paragraph

closing remarks

* The number of main body paragraphs may vary, depending on the rubric.



Likes

I like living here because ...

What I like most is that there is/are ...

The best thing is that there is/are ...



Dislikes

I hate/can't stand ...

I can't get used to ...

Unfortunately, there is/are ...

e.g. *What I like most is that there are lots of cafés and cinemas.*
I can't stand the constant noise from the cars.

9 What can you do in a big city? What can't you do? Use the prompts to make sentences, as in the examples. You can use your own ideas.

- | | |
|--|-------------------------------|
| — go for a walk in the fields | — make lots of new friends |
| — go shopping in huge shopping centres | — do lots of different things |
| — get around easily | — walk home safely at night |

e.g. *You can't go for a walk in the fields.*

You can go shopping in huge shopping centres.

10 Match the feelings to the reasons, then make sentences, as in the example.

- | | | |
|-------------|---------------|--|
| 1 homesick | because as | a the city never sleeps |
| 2 pleased | | b there's more crime in the city |
| 3 unsafe | | c there are always new things to do |
| 4 disgusted | | d I miss my friends and my old neighbourhood |
| 5 excited | | e there's rubbish everywhere |

e.g. *I feel homesick because I miss my friends and my old neighbourhood.*

3 a) Read the letter and underline the correct tenses in bold. Then, label the paragraphs with the headings below.

- opening remarks/reason(s) for writing
- writer's feelings about the change
- closing remarks
- life in the new city

Dear Sharon,

How are you? Sorry **1) I'm taking/I've taken** so long to write, but I've been busy settling in. Anyway, I thought **2) I'd drop/I've dropped** you a line to let you know how I'm getting on here.

Birmingham is a really exciting city with millions of things to do. There's so much to choose from, I sometimes find it hard to make up my mind where to go! Although I still **3) didn't get/haven't got** used to the traffic, the noise and the huge crowds, I think it's a great city.

I like living here now, but I sometimes feel homesick as I miss lots of things about Gowrie. **4) I'll never/I don't** forget the beautiful countryside and the old stone cottages. Living in the city means I can't go for long walks by the sea, either. Most of all, I miss my friends — especially you, of course! We always **5) had/were having** such a great time together, **6) haven't/didn't** we?

Well, that's all my news for now. Please write back and let me know what **7) you were/you've been** up to since I **8) heard/have heard** from you last. Say "hi" to Tom and Joanna, too. I promise I'll come back and visit all of you as soon as I can.

Lots of love,
Angela

Introduction

Main Body

Conclusion

Para 1

opening remarks/
reason(s) for
writing

Para 2

.....
.....
.....

Para 3

.....
.....
.....

Para 4

.....
.....
.....

b) Underline the topic sentences in the main body paragraphs, then suggest other appropriate ones.

4 Use the prompts to make sentences, as in the example.



- streets are crowded — I soon got used to it (**even though**)
- lots of things to do — heavy traffic makes it difficult to get around (**however**)
- plenty of sports centres — expensive to join (**although**)

e.g. *Even though the streets are crowded, I soon got used to it.*



- not many shops — you can find almost everything you need (**but**)
- few buses and trains — always arrive on time (**nevertheless**)
- no restaurants — a few inns that serve delicious homemade food (**although**)

e.g. *There aren't many shops, but you can find almost everything you need.*

OPENING/CLOSING REMARKS

- **Opening remarks** in informal letters may include:
 - a) questions/wishes about recent events, the person's health, etc
 - b) a thank you to the person for their last letter, comments about their news
 - c) an apology for a delay in writing/replying
 - d) the reason why you are writing
- **Closing remarks** in informal letters may include:
 - e) the reason why you must end the letter
 - f) greetings to the person's family/friends
 - g) wishes, a promise (e.g. to write again soon), an invitation, etc
 - h) a request to the person to reply soon

5 Match sentences 1-8 to points a-h in the box above.

- 1 ☒ **a** Hello — how are you? I hope you're feeling better.
- 2 ☒ **b** I was sorry to hear that you aren't going to ...
- 3 ☐ I'll write as soon as I can and let you know about ...
- 4 ☐ Please write soon and tell me all your news.
- 5 ☐ Well, that's all my news. I'd better end now, because ...
- 6 ☐ The reason I'm writing is to ask you if ...
- 7 ☐ Give my best wishes to your parents.
- 8 ☐ Sorry I've taken so long to put pen to paper, but ...

INFORMAL STYLE

When writing friendly letters, you normally use informal style. Informal writing is characterised by the use of:

- everyday vocabulary (e.g. *I had a great time*)
- colloquial expressions/idioms (e.g. *drop me a line*)
- phrasal verbs (e.g. *get on, settle in*)
- short forms (e.g. *can't, don't, I'm, I'll*)

6 Which of the following sentences are written in informal style?

- 1 I'm writing to see how you're getting on in your new flat. *Informal*
- 2 I look forward to receiving a prompt reply.
- 3 Give your sister a big hug from me.
- 4 What are you up to this summer?
- 5 We're having a fantastic time here at the camp.
- 6 Would it be possible for you to attend the club's annual meeting next month?
- 7 You'd never believe how well I've been getting on at school.

- 7 Some phrases in the following extracts are written in the wrong style. Read them and correct the mistakes using the words/phrases in the lists.

ages, drop you a line, let you know, really, sorry

Dear Bob,

How are you? 1) I apologise for the fact that I haven't written for 2) a considerable time, but I've been 3) extremely busy. Anyway, I thought I'd 4) communicate with you briefly to 5) inform you that I've just passed my driving test!

can't wait to hear, lots of love, that's all for now, write soon, you've been up to

Well, 6) I have no further news at present. Please 7) reply promptly — I 8) am anxious to learn what 9) your recent activities have been. Take care.

10) Yours sincerely,

Karen

8 Suggest opening and closing remarks for the letters below, as in the example.

- 1 congratulate a friend on passing his/her exams
- 2 invite a friend to your birthday party
- 3 apologise to your friend because you couldn't go to his/her birthday party
- 4 ask your friend for advice on how to lose weight

e.g. 1 Opening remarks:

Hi, how's everything going? I've just heard that you passed all your exams. Congratulations!

Closing remarks:

Well, I'd better go and do some work! Once again, well done! Write soon.

9 Correct the mistakes, as in the example.

- 1 Congratulations ~~for~~ passing your driving test! ...on...
- 2 Write and tell me how it's like in Paris.
- 3 I still can't get used to wake up so early in the morning.
- 4 I thought I'd write and ask you to give me an advice.
- 5 I hope that everything will turn up all right.
- 6 Sorry I haven't written from ages, but I've been busy.
- 7 Write me a line and tell me all your news.
- 8 I'm writing to apologise about not coming to your wedding.
- 9 I look forward to hear from you soon.
- 10 Don't you think my news are exciting?

MAIN BODY PARAGRAPHS

In informal letters you usually talk about more than one topic.

- The rubric gives you information about the subject of the letter and often tells you specific topics which you must write about. — e.g. *You have just passed an important test or examination. Write a **letter** ² telling a pen friend about your success and ³ describing your plans for the future.*
- These topics will be discussed in the main body of your letter. You should begin a new paragraph for each topic.

Para 1: Opening remarks

Para 2: Tell friend about success

Para 3: Describe plans for future

Para 4: Closing remarks

10 Read the rubrics below. How many main body paragraphs would each letter have? What would each paragraph be about?

- A You are about to visit a friend in another country and you are not sure what clothes to take with you or how to get to their house.

e.g. *two main body paragraphs*

Para 2 — ask about clothes to take with you

Para 3 — ask how to get to friend's house

- B You have recently moved into a new house. Write a **letter** to your friend describing your new house and inviting him/her to spend a weekend with you.

- C Your uncle has invited you to attend his wedding in a month's time. Write a **letter** thanking him for the invitation and asking him what you should buy as a wedding present.

- D You've got two tickets for a week's cruise in the Mediterranean. Write a **letter** to your friend, inviting him/her to join you, giving details of which places you are going to visit and suggestions as to what he/she will need to take with him/her.

- E Your cousin is moving to your city. He/She wants to attend the same school as you. Write a **letter** to him/her, describing your school, teachers and timetable, and mentioning extra activities the school offers.

Useful expressions for making suggestions

- | | |
|---|---|
| • <i>I think I/you/we should ...</i> | • <i>How do you feel about + ... ing ...?</i> |
| • <i>Perhaps I/you/we could ...</i> | • <i>How about + ... ing ...?</i> |
| • <i>What do you think about + ... ing ...?</i> | • <i>Why don't I/you/we ...?</i> |
| • <i>What about + ... ing ...?</i> | • <i>Would you like me/us to ...?</i> |
| | • <i>Would you like to ...?</i> |

11 Use the prompts below and expressions from the table above to make suggestions.

- 1 come / dinner / my house / next Monday
- 2 spend / weekend / in / mountains
- 3 go shopping / in / city centre
- 4 visit / art gallery / while / be / in London

- 12** Look at the town map and, with a partner, suggest where and when you could meet and what you could do there.

e.g. A: *What about meeting at the Fairview Museum at noon?*

B: *That's a good idea. We could admire the local art.*



- 13** a) Read the following rubric and answer the questions.

A friend of yours, who has been living in another country for some time, is going to visit you for a week. Write a **letter** suggesting what you might do together and what sights you might visit.

- Where would you take your friend?
- What is the most popular attraction in your city/town?
- Are there any bazaars, outdoor markets, fairs, restaurants, etc which are worth visiting?
- What kind of traditional dishes would you suggest your friend should try?

- b) Use your answers from questions 1 to 4 and appropriate expressions to write the main body paragraphs of this letter.

ASKING FOR ADVICE

To **ask for advice**, you can use phrases such as:

Do you think I should ...?, Should I ...?, What do you think I should do?

Do you have any idea about ...?, I'd like to know what you think about ...

Can you think of anything that ...?, I was wondering if you ...

What would you advise me to ...? etc

- 14** a) Read the rubric and underline the key words, then answer the questions.

You want to go on holiday in the summer but don't have enough money. Write a **letter** to a friend asking for his/her advice about ways to earn extra money.

- Why are you writing the letter?
- Who is going to read your letter?

- How many paragraphs should you include in the main body?
- Which phrases would you use to ask for advice?

- b) Read the letter and underline the phrases that Mary uses to ask for advice.

Dear Pam,

Sorry that I haven't written for ages, but I've been very busy studying. I'm writing because I'd really like your advice about a problem I have.

My friends and I have decided to go away on holiday in the summer, but I don't have enough money. I was wondering if you had any ideas about earning some extra cash. If I don't save up enough money by August, I'll have to go away with Mum and Dad instead. Can you think of anything that would help me to make some money quickly?

I know that you always have lots of great ideas! What would you advise me to do? Please write back as soon as you can.

Lots of love,
Mary

GIVING ADVICE

An informal letter **giving advice** should offer sympathy and encouragement, as well as specific advice with reasons. Each piece of advice is written in a separate paragraph.

- Opening remarks –

I was sorry to hear that ...

Cheer up/Don't worry too much.

Don't let it get you down.

I'm only too glad to help.

● **Giving advice –**

If I were you/in your position, I'd/ I wouldn't ...

You should/shouldn't ...

It would(n't)/might be a good idea (for you) to ...

(I think) the best thing would be (for you) to ...

Why don't you ... ?

Have you thought of/about ... (+ -ing)?

Another good idea is to ...

● **Result –**

This will/would mean that ...

Then/That way ...

If you do this, you would ... so that you could/would ...

● **Closing remarks –**

I hope that this/my advice helps.

I/Let's hope that things get better/ that everything turns out all right.

Let me know what happens.

15 Match the problems to the advice, then make sentences.

- 1 **b** I can't stop eating junk food every day. I'm overweight.
- 2 **d** I haven't got any friends. I'm lonely.
- 3 **a** I'm very bad at Maths. I'm going to fail my exam.
- 4 **e** I haven't got much money. I can't go out with my friends.
- 5 **c** I argued with my friend. He/ She won't talk to me now.
- a Talk to your teacher. You will get extra help.
- b Join a gym. You will lose weight.
- c Apologise to him/her. You'll be friends again.
- d Join a club. You will meet new people.
- e Get a part-time job. You will earn some money.

e.g. *Why don't you join a gym? If you do this, you'll lose weight.*

16 a) Read Pam's reply and replace phrases 1-6 with phrases A-F.

1 **A** I'd be happy

2 **B** Don't let it get you down

3 **C** How about

4 **D** how things go

5 **E** if I were you, I'd

6 **F** Perhaps you could also

Dear Mary,

Thanks very much for your letter, and of course 1) I'm only too glad to help. Here are a few things you can try to earn all the money you need.

First of all, 2) I think you should get a Saturday job. 3) Have you thought of trying to get one in a local shop so that you can be close to home? This will mean that you won't have to travel so far on Saturdays.

4) Another good idea is to get a job babysitting. Why don't you ask your neighbours? My only advice is not to get very young children, because they need all your attention.

I hope my advice helps. 5) Don't give up if you can't find a job immediately. Write and let me know 6) what happens.

Yours,
Pam

b) What advice does Pam give to Mary? What other advice could you give to Mary? How else could you start and end the letter?

17 Read the rubric, underline the key words, and answer the questions.

Your pen friend has written you a letter asking for advice on how to improve his/her eating habits and get fit. Write a **letter** offering advice.

- What is the reason for writing? Who is going to read your letter?
- How many paragraphs should you include in the main body?
- What opening and closing remarks should you write in your letter?
- Match the advice in column A to the results in column B. Then, use appropriate expressions to make sentences, as in the example.

| A | B |
|---|---|
| 1 join a gym – exercise regularly | a follow balanced diet, won't put on weight |
| 2 try not to eat so much junk food, sweets, etc | b body won't become lazy |
| 3 eat plenty of fish, fruit and vegetables | c body won't store so much sugar and fat |
| 4 don't go everywhere by car/bus | d soon get in shape and feel fitter |

e.g. *1d If I were you, I would join a gym and exercise regularly. This will mean that you'll soon get in shape and feel fitter.*

18 Read the rubric in Ex. 17 again, then write your letter (120-180 words). Use the letter in Ex. 16 as a model, as well as your answers from Ex. 17.

UNIT 3 Formal Letters

1 a) Read the questions below, then listen to the beginnings and endings of three letters and tick the correct box for each letter.

1 Why has the letter been written?

- A to apply for a job
B to ask for information
C to make a complaint

| Letter 1 | Letter 2 | Letter 3 |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

b) Listen again and tick the correct boxes for each letter.

2 How does the letter begin?

- A Dear Advertiser
B Dear Sir/Madam
C Dear Mr Williams

| Letter 1 | Letter 2 | Letter 3 |
|-------------------------------------|-------------------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

3 Which of the following expressions have been used in the opening/closing remarks?

- A With reference to your advertisement ...
B I am writing to apply for the position ...
C I am writing to express my dissatisfaction ...
D I look forward to hearing from you ...
E I must insist on a full refund ...
F Thank you in advance ...

| Letter 1 | Letter 2 | Letter 3 |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

4 How does the letter end?

- A Yours faithfully
B Lots of love
C Yours sincerely

| Letter 1 | Letter 2 | Letter 3 |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Formal letters are normally sent to people in an official position or people you don't know well (e.g. *Director of Studies*, *Personnel Manager*, etc). They are written in a **formal style** with a polite, impersonal tone.

- You can write a formal letter to apply for a job/course, make a complaint, give/request official information, etc.
- A formal letter should consist of:
 - a formal **greeting** (e.g. *Dear Sir/Madam* - when you do not know the person's name; *Dear Ms Green* - when you know the person's name);
 - an **introduction** in which you write your opening remarks and mention your reason(s) for writing e.g. *I am writing to apply for the position of ...*;
 - a **main body** in which you write about the main subject(s) of the letter in detail, starting a new paragraph for each topic;
 - a **conclusion** in which you write your closing remarks e.g. *I look forward to hearing from you as soon as possible ...*;
 - a formal **ending** (*Yours faithfully* - when you do not know the person's name; *Yours sincerely* - when you know the person's name; + **your full name**).

Introduction

Paragraph 1

opening remarks/
reason(s) for writing

Main Body

Paragraphs 2 - 3 - 4 *

development of subject(s)

Conclusion

Final Paragraph

closing remarks

* The number of main body paragraphs may vary, depending on the rubric.



LETTERS OF APPLICATION

When you write a letter applying for a job or a course, you should include the following information:

A) in the **opening remarks/reason(s) for writing**

- the name of the job/course, where and when you saw it advertised.
e.g. ... *the position of manager advertised in yesterday's Herald.*

B) in the **main body paragraphs** (paras 2-3-4)

- age, present job and/or studies (e.g. *I am a nineteen-year-old university student.*)
- qualifications (e.g. *I have a BA in French.*)
- experience (e.g. *I have been working as a waiter for the last two years.*)
- skills and personal qualities that are suitable for the job/course
e.g. *I am a good and careful driver. I consider myself to be mature and responsible.*

C) in the **closing remarks**

- any other important information (i.e. when you are available for interview, where and when you can be contacted, references you can send, a remark that you hope your application will be considered, etc)
e.g. *I will be available for interview in September.*
I enclose references from my last two employers.
I look forward to hearing from you.

You usually use:

the present simple to describe skills/personal qualities

e.g. *I am a patient and reliable person.*

the past simple to talk about past experiences

e.g. *I left school in 1994. I worked for General Motors for four years.*

the present perfect to talk about recent work/studies

e.g. *I have been working for LTYU for two years.*

I have recently finished secondary school.

2 Read the rubric and underline the key words, then answer the questions.

You saw this advertisement in a local newspaper and have decided to apply for the job.

St George's Primary School is looking for a young, energetic and experienced schoolteacher to join us in September. Must be a good organiser and keen on sports.

Please apply in writing to Mrs Hunter, giving details of qualifications, skills and previous experience and saying why you think you are suitable for the job. Closing date 12th May.



Write your **letter of application**. Do not write any addresses.

- Who is going to read your letter?
- Do you know this person at all?
- What style should you use?
- Why are you writing this letter?
- How should you begin and end the letter? Choose A to C.

Formal

A Dear Madam,

Yours faithfully,
Steven Davies

B Dear Headteacher,

Kind regards,
Steve

C Dear Mrs Hunter,

Yours sincerely,
Steven Davies

6 Which of the following points should you include in your letter? Tick (✓)

- | | |
|-------------------------------------|-------------------------------------|
| A your favourite subjects at school | <input type="checkbox"/> |
| B your qualifications | <input checked="" type="checkbox"/> |
| C your present and previous jobs | <input checked="" type="checkbox"/> |
| D a description of your appearance | <input type="checkbox"/> |
| E your personal qualities | <input checked="" type="checkbox"/> |
| F your plans for the summer | <input type="checkbox"/> |

7 What do you think the successful candidate should be?

- | | |
|--|--|
| <input checked="" type="checkbox"/> A patient | <input checked="" type="checkbox"/> D artistic |
| <input checked="" type="checkbox"/> B enthusiastic | <input checked="" type="checkbox"/> E hard-working |
| <input checked="" type="checkbox"/> C athletic | <input checked="" type="checkbox"/> F fair |

8 What experience would someone need for this kind of job?

- | |
|--|
| <input checked="" type="checkbox"/> A experience with children |
| <input type="checkbox"/> B experience in public relations |

9 What qualifications would someone need to apply for this job?

- | |
|---|
| <input type="checkbox"/> A a driving licence |
| <input checked="" type="checkbox"/> B a BA in Education |
| <input type="checkbox"/> C a degree in Media Studies |
| <input type="checkbox"/> D a certificate in gymnastics |
| <input type="checkbox"/> E a diploma in interior design |

3 Read the letter and label the paragraphs with the headings below. Say what qualifications, experience and personal qualities Steven has. Do you think he will get the job?

- closing remarks • personal qualities • age/present job/qualifications
- opening remarks/reason(s) for writing • experience

Dear Mrs Hunter,

With reference to your advertisement in Thursday's edition of the *Daily Star*, I am interested in applying for the position of primary school teacher.

I am 28 years old and currently teaching in Margate. I have a BSc degree awarded by Glasgow University in 1997. I completed my certificate in Education at Preston Teacher Training College in 1998.

I have been working for Margate Education Department since 1999. During this time, I have enjoyed teaching a variety of subjects, including English, General Science and Games.

I consider myself to be punctual, hard-working and fair. I enjoy working with children and have good organisational skills.

I enclose a reference from my present employer. I would be grateful if you would consider my application. I am available for interview any weekday morning. I look forward to hearing from you.

Yours sincerely,

Steven Davies

Steven Davies

Para 1

Para 2

Para 3

Para 4

Para 5

5 Fill in the correct form of the verbs in the list.

study, be a member, graduate, join, attend, award

- 1 I *graduated* from Lancers University in 1998 with a first class degree in Physical Education.
- 2 At the moment, I courses at Southfield College.
- 3 After leaving high school, I Art at the School of Fine Art in Paris.
- 4 I am keen on sports. I Barton football club three months ago.
- 5 I of the local orchestra, where I play the violin.
- 6 I was a grade A in Maths.

FORMAL STYLE

Formal style is characterised by the use of:

- **advanced vocabulary**
e.g. *I am writing to enquire whether ... (not: I want to ask if)*
- **formal linking words/phrases**
(consequently, however, therefore, for this reason)
e.g. *I have worked as a primary school teacher for ten years and therefore have experience working with children.*
- **passive voice**
e.g. *I can be contacted ... (not: You can contact me ...)*
- **polite forms without contractions**
e.g. *I would be grateful if ..., I would appreciate it if you could ... I would like to apply ... (not: I'd like ...)*

Colloquial expressions, phrasal verbs, idioms and short forms are **not** used in formal style.

4 Read the letter again and find formal expressions to match the informal ones in the table, as in the example.

| Informal Style | Formal Style |
|-----------------------------------|---|
| About your advert ... | <i>With reference to your advertisement ...</i> |
| I want to apply for ... | |
| I got my teaching certificate ... | |
| I've had a job in ... | |
| I think I'm always on time ... | |
| I like working with kids ... | |
| There's a note from my boss ... | |
| I'd like it if you hired me ... | |
| I'm free to talk to you ... | |
| Drop me a line sometime ... | |

6 a) Read the letters below and label the paragraphs with the headings.

- opening remarks/reason(s) for writing
- experience, personal qualities
- closing remarks
- age/qualifications
- other information

(A)

Dear Sir/Madam,

I am writing to apply for the position of part-time shop assistant which was advertised in this week's edition of the *Frankfurt English News*.

I am a 16-year-old student. In December I passed the examination for the First Certificate in English with grade **A**. It is my ambition to become a teacher of English. Therefore, employment in an English-language bookshop particularly appeals to me.

Despite my lack of formal work experience, I feel that I would be well-suited for the position. For the past two years I have been a volunteer helper in our school library. In my school report I was described by the librarian as enthusiastic, dedicated and reliable.

Since the school holidays include the months of July and August, I will have no other commitments and would be available to work at any time, excluding Saturdays, for as many hours as needed.

I may be contacted at the above address, or by telephone on 435 1708. I look forward to receiving a reply in due course.

Yours faithfully,

Steffi Braun

Steffi Braun

Para 1

opening
remarks/
reason(s) for
writing

Para 2

.....
.....
.....

Para 3

.....
.....
.....

Para 4

.....
.....
.....

Para 5

.....
.....
.....

(B)

Dear Manager,

Hi! **I've decided to drop you a line about the job you advertised** in the *Frankfurt English News*.

I'm a 16-year-old student, and my English isn't bad. **I got an A in the First Certificate exam! I want to be an English teacher**, so it would be lots of fun to sell English books.

I haven't worked before, but I'm sure I'd be good at the job. I've helped out in our school library for ages, and **the librarian says you can count on me to work hard**.

I won't be doing anything in July and August. We've got our school holidays then, so I can work any hours you like (but not Saturdays).

You can get in touch with me at the above address, or give me a ring on 435 1708. **Let me know soon!**

All the best,

Steffi

Steffi Braun

- b) Compare the two letters. Which one has an appropriate greeting and ending? Then, underline the phrases in Letter A which mean the same as the phrases in bold in Letter B. Which style is more suitable in a formal letter applying for a job? Why?

- c) Read the advertisements below. Which job did Steffi apply for?

A

Hard-working young assistant wanted for part-time work in a bookshop during July/August. No sales experience needed, but a good understanding of English is essential.

Apply in writing to Bookworms.

B

Large department store seeking ambitious and experienced floor manager to work on a full time basis. Computer skills an asset.

For more information call J.T. Reeves at 217-3233.

- 7 In which letter in Ex. 6 can you find each of these features? Label each point as A or B.

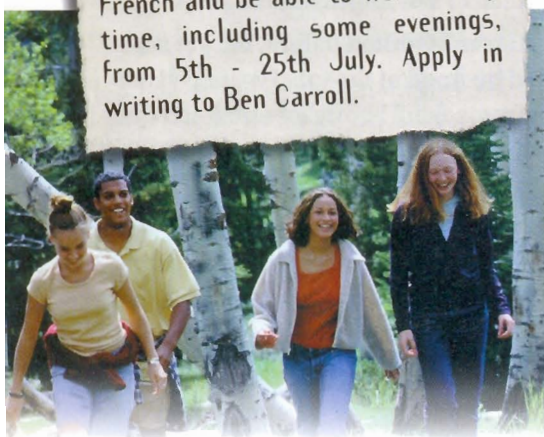
- 1 short forms
- 2 passive voice
- 3 a friendly, personal tone
- 4 everyday vocabulary
- 5 formal linking words/phrases
- 6 phrasal verbs or idioms
- 7 longer, more complex sentences
- 8 advanced vocabulary
- 9 colloquial expressions
- 10 a polite, impersonal tone

- 8 Read the rubric, underline the key words, and answer the questions.

You saw this advertisement in a local newspaper, and have decided to apply for the job.

Young helpers (18 - 25) needed in our summer camp for 10 - 14 year olds. Duties include helping with games and other activities.

Helpers must speak English or French and be able to work at any time, including some evenings, from 5th - 25th July. Apply in writing to Ben Carroll.



- What skills/qualifications and personal qualities do you think would help you get the job? Circle.
 A energetic and sociable
 B can drive a car
 C worked in a summer camp last year
 D have worked as a waitress
 E like working with children
 F good at outdoor activities and sport
 G good cook
 H good organiser
 I speak English and French
- Which of the points above refer to skills, qualifications, experience or personal qualities?
- Do you know the person you are writing to?
- What is your reason for writing?
- How should you begin and end the letter?

- 9 Write your letter of application (120-180 words). Do not write any addresses. Use your answers from Ex. 8 to help you. You can use the letter in Ex. 3 as a model.

LETTERS OF COMPLAINT

In a formal letter making a complaint, you may use a **mild** tone, for complaints about minor problems, or a **strong** tone, for complaints about more serious matters, especially when you are extremely upset or annoyed. However, the language you use should never be rude or insulting.

- In the **opening remarks**, you should state your complaint, including details of what has happened and where/when the incident took place.
 e.g. (Mild) *I am writing in connection with .../to complain about ... the terrible behaviour/attitude/rudeness of ...*
I am writing to draw your attention to ... which ...
 (Strong) *I wish to bring to your attention a problem which arose due to your staff/inefficiency ...,*
I am writing to express my strong dissatisfaction at ...
I wish to express my dissatisfaction/unhappiness with the product/treatment I received from ... on ...
- In the **main body paragraphs**, you present each of the specific points you are complaining about. You start a new paragraph for each point and justify these points by giving examples/reasons.
 e.g. *Although you advertise "top quality", I felt that the product I purchased was well below the standard I expected.*
- In the **closing remarks**, you should explain what you expect to happen (e.g. to be given a refund/replacement/apology/etc).
 e.g. (Mild) *I hope you will replace ...*
I feel/believe that I am entitled to a replacement/refund ...
I hope that this matter can be resolved/dealt with promptly.
 (Strong) *I insist on/I demand a full refund/an immediate replacement/etc or I shall be forced to take legal action/the matter further.*
I hope that I will not be forced to take further action.

- 10 Read the rubric and underline the key words, then answer the questions.

You recently bought a calculator, but you were given the wrong model by mistake. When you complained, the shop assistant was rude to you. Write a letter to the company's complaints department, explaining the reasons for your dissatisfaction and saying what action you expect the company to take.

- Who is going to read your letter?
- Do you know the person you are writing to?
- Why are you writing this letter?
- Would you use a mild tone or a strong tone? Why?
- What opening and closing remarks would you write?

- 11 a) Read the letter opposite, and fill in the gaps with words/phrases from the list.**

but also, furthermore, not only, however, in addition to, firstly, to make matters worse

- b) Read the letter again and label the paragraphs with these headings.**

- closing remarks
- opening remarks/reason(s) for writing
- 1st complaint & examples/reasons
- 2nd complaint & examples/reasons
- 3rd complaint & examples/reasons

- c) Now answer the questions.**

- 1 Why is Mrs Adams complaining?
- 2 What are her specific complaints?
- 3 Does she justify her complaints? If so, how does she justify them?
- 4 What is Mrs Adams expecting?
Tick (✓)
- A replacement ☐
- A full refund ☐
- The calculator to be repaired ☐
- An apology ☐
- 5 What will Mrs Adams do if she is not satisfied?
- 6 Has Mrs Adams used a mild or a strong tone? Underline the words/phrases that justify your answer.

Introduction

Main Body

Conclusion

Dear Sir/Madam,

I am writing to express my strong dissatisfaction at the disgraceful treatment I received at the Walford branch of Stimpson's Electronics yesterday afternoon.

(1), the product I was given was not the model I had asked for. The new X-401 calculator was demonstrated to me by the sales assistant, and I agreed to buy it. (2), on unpacking my purchase, I saw that I had been given the smaller X-201 model instead.

(3), this calculator was much cheaper than the model I requested and paid for. It didn't have many of the features I needed and was much more basic than the one I was shown to begin with.

(4), I was deeply offended by the behaviour of the sales assistant when I went back to the shop to complain. He was (5) impolite, (6) unhelpful. He refused to contact the manager when I asked to speak to him about the incident.

As you can imagine, I am extremely upset. I must insist on a full refund, (7) a written apology from the local manager, or else I shall be forced to take further action. I expect to hear from you as soon as possible.

Yours faithfully,

Caroline Adams

Caroline Adams

Para 1

Para 2

Para 3

Para 4

Para 5

- 12 Read the following extracts and say which of them are beginnings (B) and which are endings (E). What tone has the writer used in each?**

1 ☐ B I am writing to complain about the quality of an appliance I recently purchased from your company. mild tone

2 ☐ I demand an immediate replacement or a full refund, or I shall be forced to take the matter further.

3 ☐ I would appreciate it if the faulty appliance could either be replaced or repaired as soon as possible.

4 ☐ I am writing to inform you that I was absolutely horrified by the rudeness of your shop assistants.



13 Read the situations, and answer the questions that follow, as in the examples.

- I A month ago you ordered some skiing equipment from a sports shop and paid by credit card. Although you asked for it to be sent by courier, you have received nothing. You urgently need this equipment.
- II You recently bought an air conditioner which had been advertised on television. On receiving it, you discovered that it was nothing like the product shown in the advertisement.
- III You have just come back from a package holiday where you were very disappointed by the lack of facilities and poor services.

1 Which of the following complaints would you include in each letter? Write full sentences.

A have already paid – equipment still not delivered – urgently need it

.....

.....

B contrary to advertisement – no swimming pool – rooms extremely small – no maid service

.....

.....

C model not one advertised – huge – ugly – old-fashioned model

.....

.....

2 Match the opening and closing remarks, then say which letter of complaint you would use them for.

Opening remarks ...

- A I wish to express my dissatisfaction with your mail-order service.
- B I am writing to express my disgust at the facilities and service offered by your travel agency.
- C I feel I must complain about the misleading advertisement on TV promoting your product.

Closing remarks ...

- 1 I feel completely cheated and therefore demand a full refund of the money paid to you.
- 2 I insist that the product be replaced or else I will be forced to take further action.
- 3 Unless I receive the equipment by the end of this week, I will have no choice but to cancel my order.

14 Read the situation below and say:

- a) who you would address the letter of complaint to;
- b) what complaints you would include in the letter; and
- c) what opening and closing remarks you would write.

You live near a secondary school. Lately you have been disturbed by noisy children who gather outside your house, playing loud music and throwing litter into your garden.

15 Join the following complaints to their examples/reasons, using linking words/phrases from the list below, as in the example.

even though, however, in spite of the fact, nevertheless, although, but

- 1 The new game took fifteen minutes to load onto my computer. The salesman said it would load instantly.

The new game took fifteen minutes to load onto my computer, even though the salesman said it would load instantly.

- 2 I paid for a set of five compact discs. There were only three compact discs in the box.

.....

.....

- 3 The advertisement said the tent was waterproof. Rain continually dripped into the tent.

.....

.....

- 4 The bicycle was brand new. The chain came off my bicycle the first time I rode it.

.....

.....

- 5 The battery went flat after only two hours. The instructions said it lasted for sixteen hours.

.....

.....

17 These paragraphs are written in the wrong style. Correct them by using the words in the list. Then, say which is an opening remark and which is a closing remark.

A - as you can imagine ✓ a full refund
 - a written apology - I am extremely
 upset - I feel I am entitled to - I
 look forward to receiving your
 prompt reply

- 1) I'm sure you can guess 2) I'm really cross 3) I think I should get 4) all my money back, in addition to 5) a great big "sorry" from the local manager. 6) Write soon.

- B** - complained - I am writing to express - I was served - my anger - my complete dissatisfaction - the behaviour of the supervisor

1) Hi — I want to tell you 2) how shocked and disgusted I was with the meal 3) I had last night at the local branch of Benny's, and 4) how really furious I was at 5) what the supervisor did when I 6) said the food was horrible.

- ③ I complained to the supervisor, who insisted on my paying for the meal. When I refused, he rudely told me to leave.

e.g. 1 *Despite the restaurant's claim of fast service, I had to wait ...*

- 7 What would you expect the company to do? (e.g. refund, dismiss the supervisor, improve service, check on quality of food, etc) In which paragraph would you write your demands?

- 18** Read the rubric in Ex. 16 again. Write your letter (120-180 words), using your answers from Exs. 16 and 17 to help you. You can use the letter in Ex. 11 as a model.

about ~~Wednesday~~
restaurant.

UNIT 4

Semi-formal Letters

1 Read the questions, then listen to the cassette and choose the correct answers.

- 1 Who is Jackie writing to?
 - A a couple of complete strangers
 - B people she doesn't know very well
 - C close friends of hers
- 2 What style of writing does Jackie's mother say she should use?
 - A friendly and informal
 - B formal and official
 - C polite and respectful
- 3 Which of the following does Jackie's mother say she should include? Tick (✓).
 - A Thanks a lot for ☐
 - B I am extremely grateful ☐
 - C Thank you very much ☐
 - D Yours faithfully, J M Ebdon ☐
 - E Best wishes, Jackie Ebdon ☐
 - F Lots of love, Jackie ☐

Semi-formal letters are sent to people you do not know very well or when you want to be more polite and respectful (e.g. a pen friend's parents, a person you do not know very well, a schoolteacher, etc). For this reason, they are written in a more polite tone than informal letters. Some formal language can be used. Compare the following:

INFORMAL Thanks a lot for the invitation. I'd love to come to your party.

FORMAL I would be delighted to attend your birthday celebration.

SEMI-FORMAL Thank you for your kind invitation. I would love to join you on your birthday.

- A semi-formal letter should consist of:
 - a) a formal **greeting** e.g. *Dear Mr and Mrs Baker*;
 - b) an **introduction** in which you write your opening remarks and clearly state the reason(s) for writing, e.g. *Thank you very much indeed for your kind offer ...* ;
 - c) a **main body** in which you write the main subject(s) of the letter in detail, starting a new paragraph for each topic;
 - d) a **conclusion** in which you write your closing remarks, e.g. *I am looking forward to seeing you next month ...* ;
 - e) a semi-formal **ending** (*Regards/Best wishes, etc* & your **full name**).

2 Read the rubric and underline the key words, then answer questions 1 to 7.

You are going to attend lessons at a language school in Britain. The school has arranged for you to stay with a local couple called Mr and Mrs Jackson. The Jacksons have written a letter to ask for some information. Read the extracts from their letter, then write a **letter** in reply, giving them the information they have asked for and including any questions or requests of your own.

... If you could send us details of your travel plans, we would be happy to meet you on arrival. We could easily come up to London ...

Do you have any special requirements or requests regarding food? For instance, perhaps there are certain things you are not allowed to eat, or something which ...

If there is any information you need or anything you would like us to do for you, please don't hesitate to ask. Naturally, we want ...



Introduction

Paragraph 1

opening remarks/reason(s) for writing

Main Body

Paragraphs 2 - 3 - 4 *

development of subject(s)

Conclusion

Final Paragraph

closing remark(s)

* The number of main body paragraphs may vary, depending on the rubric.

- 1 Who is going to read your letter?
- 2 Why are you writing the letter?
- 3 How many main body paragraphs should you include in your letter?
- 4 Which of the following should you mention about your travel plans? Tick (✓).
 - a) date and time of arrival ☐
 - b) flight number ☐
 - c) number of suitcases ☐
 - d) how you will travel from the airport ☐
 - e) cost of flight ☐

- 5 What could you tell them about food? Complete the following sentences:
- As far as food is concerned,
 - The only thing(s) I don't eat is/are
 - My favourite food is
 - I am looking forward to trying
- 6 What questions could you ask? Think about *clothes, the weather, the town/room where you will be staying*. Then, complete the following:
- I was wondering if
 - Perhaps you could tell me
 - I would like to know
 - What is like? Is it ?
 - Do you think I need to bring ?
- 7 What opening and closing remarks could you write?

3 Read the letter and underline the words/phrases in bold which are more polite and respectful. Then, label the paragraphs with the headings below.

- closing remarks • travel plans • opening remarks/reason(s) for writing
- food requirements • further questions

Dear Mr and Mrs Jackson,

(1) **Thanks a million/Thank you very much** for your letter. (2) **I am writing/I thought I'd drop you a line** to give you the information you asked for.

Firstly, (3) **I'd better/I need to** tell you about my travel arrangements. I am arriving at Gatwick Airport on 14th July. My flight number is BA 451 and it lands at four thirty in the afternoon. (4) **It is very kind/It's really great** of you to offer to pick me up from London, but I have already arranged to take the train to Cardiff. Perhaps you could meet me at the station. I could phone you when I arrive.

(5) **As far as food is concerned/Now, about food**, please don't go to any trouble. The only thing I don't eat is mushrooms. (6) **Anyway/Besides**, I am looking forward to trying British food.

Finally, there are one or two things I would like to ask you. What is the weather like in Wales in August? How cold is it? Do you think I need to bring warm clothes? Also, (7) **I was wondering if you had/do you have** a computer that I could use while I am staying with you, or should I bring my laptop?

Thank you once again for your letter. I am looking forward to meeting you in July.

(8) **Best wishes / Love and kisses**,

Julia Buitoni

Julia Buitoni

Para 1

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Para 2

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Para 3

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Para 4

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Para 5

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SEMI-FORMAL STYLE

Semi-formal style is characterised by:

- the use of less colloquial language
e.g. *Thank you very much for your letter. (instead of: Thanks a million for your letter.)*
- less frequent use of short forms, phrasal verbs or idioms
e.g. *I am writing to request information about ... (instead of: I thought I'd drop you a line to ask about ...)*
- a polite, respectful tone
e.g. *I was wondering if you had ... (instead of: Do you have ...)*

4 The beginning and ending below are written in the wrong style. Read the extracts and replace the informal words/phrases in bold with more suitable semi-formal ones from each list.

*I apologise for, received,
Thank you for the invitation,
I will be unable to visit,
Mrs Ames, reply*

Dear (1) **Alison**,

(2) **Thanks for asking me** to your school's annual festival. I (3) **got** your letter a few weeks ago and (4) **I'm really sorry about** taking so long to (5) **write back to you**. Unfortunately, (6) **I can't come to Hallsford** on that date.

*Best wishes, telephone me, any help,
a great success, the preparations,
don't hesitate*

Please (7) **feel free** to (8) **give me a ring** if you need (9) **a hand** with (10) **getting things ready** for the special day. I'm sure that the festival will be (11) **brilliant**.

(12) **All my love**,

Karen Smith

5 Read the semi-formal sentences below and match them to the informal ones in the box that follows, as in the example.

- A It was very good of you to let me stay at your house.
 B Could you tell me where I can get my watch repaired?
 C I look forward to seeing you at the barbecue.
 D I hope you find this information about bird-watching useful.
 E Please accept my apology.
 F I am sorry that I will be unable to attend.

| | INFORMAL | SEMI-FORMAL |
|---------------------------|--|---|
| 1 Accepting an invitation | See you at the barbecue! | C I look forward to seeing you at the barbecue. |
| 2 Refusing an invitation | It's a pity that I can't come. | |
| 3 Thanking | Thanks again for letting me stay at your house. | |
| 4 Apologising | Please say you'll forgive me. | |
| 5 Asking for information | Do you know where I can get my watch repaired? | |
| 6 Giving information | Hope this was what you wanted to know about bird-watching. | |

- b) Read the beginnings and endings of the three letters (A-C) below and match them to the people (1-3) in part a).

A Dear Mr Crowley,
 I am writing to inform you of the arrangements concerning ...

... I look forward to meeting you in person during my visit.
 Yours sincerely,
 Suzanne Leger
 Suzanne Leger

Dear Bill,
 Hi! Just a quick note to let you know what I've planned about my trip ...

... See you in a month or so.
 Until then, take care.
 All the best,
 Suzanne

C Dear Mr Richards,
 I thought I should write and tell you about my travel plans ...

... I'm looking forward to meeting you while I am in London.
 Best wishes,
 Suzanne Leger

- 6 a) You are going to London next month and must write a letter explaining your plans, so the people you are writing to can arrange to meet you. What sort of letter (informal, semi-formal or formal) would you write to each of these people?**

- 1 A businessman you have never met:
 2 A friend you have known for several years:
 3 A family friend who your father wants you to visit:



Mr C J Richards
 41 Tanza Road
 Hampstead
 London NW3 7 IP

7 a) Read the rubric and underline the key words, then answer the questions.

You have just returned from Britain, where you attended lessons at a language school. The school had arranged for you to stay with a local couple you had not met before your visit. Write a **letter** to this couple, thanking them for their kindness to you during your stay.

- Who is going to read your letter? How well do you know these people?
- What style should you use? Give examples.
- Why are you writing the letter?
- How would you begin and end the letter? Choose.

A Dear Sir/Madam,

C Dear Mr and Mrs Jackson,

Yours faithfully,
(full name)

Best wishes,
(full name)

B Dear Ben and Andrea,

D Dear friends Ben and Andrea,

Lots of love,
(first name)

Yours,
(full name)

b) Read the prompts and expand them into full sentences. Then, match them to the topic sentences of the main body paragraphs that follow.

Para 2 A my room / be / very comfortable, / every meal / be / delicious

B what / help / me most / be / chance / practise English / you / every day

C you / make me / feel like / I / be part / of / family

D I / never / think / I / be able / speak / English / so well

Topic Sentences

Para 2 – I really appreciate all your efforts that made my stay in your home a happy one.

Para 3 – My trip to Britain has certainly improved my English, too.

c) Choose the most suitable phrase to complete the paragraph below. Which paragraph of the letter is this?

I am writing to tell you that I have arrived home safely, and to
(1) ...A... for (2) during my stay with you. (3) I (4)

1 A thank you both very much

B say thanks a lot

C express my gratitude to you

2 A all the stuff you did

B being so kind to me

C the kindness you displayed

3 A My visit was enjoyable at times, but

B It was a wonderful experience which

C I really had a great time, so

4 A am sure I will always remember.

B won't forget in a hurry!

C shall always have unpleasant memories of the experience.

d) Which of the phrases/sentences below would be suitable as closing remarks? Tick (✓).

☒ A Thank you again for all your kindness.

☐ B Well, that's all my news.

☐ C My parents send their regards and ask me to tell you that ...

☐ D Mum and Dad say "Hi".

☐ E By the way, why don't you come and stay with us here?

☐ F ... you will always be welcome guests if you would like to visit my country.

☐ G I would love to hear from you whenever you have time to write.

☐ H Drop me a line sometime, won't you?

8 Read the rubric in Ex. 7 again. Write your letter (120-180 words), using your answers from Ex. 7 to help you. You can use the letter in Ex. 3 as a model.

UNIT 5

Transactional Letters

1 Look at the advertisement on the right, and the notes below. Listen to the cassette and tick the points in the notes (A-K) which have been included in the letter.

- ☐ A *advert in Wessex Times, April*
☐ B *not much information in advert*

ACTIVITIES

- ☐ C *bikes - hire, or bring my own?*
☐ D *canoeing - qualified instructor?*
☐ E *hiking - where? - with a guide?*
☐ F *any other activities offered?*

CHARGES, BOOKINGS, etc

- ☐ G *total cost - how much?*
☐ H *charge per day, or per activity?*
☐ I *accommodation available?*
☐ J *necessary to book?*

REPLY

- ☐ K *write, or phone me - 0181-313-9480*

Transactional letters are letters which respond to written information. This information may be in the form of advertisements, letters, invitations, notes, etc, as well as visual prompts such as maps, drawings, etc.

- Transactional letters can be of any type e.g. letters of complaint, letters of apology, letters applying for a job, letters giving/asking for information, etc.
- The style of writing can be formal, semi-formal or informal, depending on who you are writing to.
- It is important to include **all** the factual information given in the rubric. You must give this information in full sentences, using your **own words** as much as possible.
e.g. *early registration needed?*

- a) *Is early registration necessary?*
 b) *Would you recommend that I register early?*

- c) *Do I need to register early?*
 d) *Is it necessary to register early?*

- You may need to summarise some information, or explain the results/importance of some facts, but you should not change the facts you are given.

2 Read the rubric and underline the key words, then answer questions 1-7.

You and two of your friends have decided to rent the cottage in the following advertisement. Read the advertisement and the notes you made after speaking to the owner. Then write a **letter** to a third friend, asking him/her to join you and giving him/her the information about the cottage and what you can do there.

Cottage in Dorset



In beautiful countryside. Two double bedrooms, large garden. Plenty of activities & places of interest in area. Some dates still available.

Tel. 0362-211-4047
for information

Bedrooms - big, 2 beds in each
Things to do - sports centre 3 km away, horse-riding nearby
Places to visit - market, local museum, wildlife park
Price - £200 per week (i.e. £50 each)
Transport - use of 4 bikes
Dates available - 15th - 21st August

Lynwood Outdoor Centre



canoeing
mountain biking
hiking

For more information contact:

Lynwood Outdoor Centre,
Lynwood House, Applegate

- Who are you writing to?
- Are you going to use colloquial language? idioms? short forms? If yes, why?
- Why are you writing this letter?
- How would you begin and end your letter? Choose.

A *Dear Ms Fields,*

... Yours faithfully,
+ your full name

B *Dear + your friend's name*

Love,
+ your first name

- 3 a) Read the letter and complete the paragraph plan using the headings below. Has Sue's letter covered all the points in the rubric, advertisement and notes? Underline the words/phrases which refer to these points.

- persuade friend to join you • information about cottage
- what the area offers

- 5 Which of the points below **must** you include in your letter? Tick (✓) .

- ☐ A information about sleeping space
- ☐ B cooking facilities
- ☐ C activities/sports in the area
- ☐ D description of the town
- ☐ E details of the sights/tourist attractions in the area
- ☐ F the best way to get there
- ☐ G how much the holiday will cost
- ☐ H an invitation for your friend to join you
- ☐ I the telephone number of the owner
- ☐ J the dates you intend to go there

- 6 Complete the sentences, as in the example.

e.g. 1 *There are only two bedrooms so we'll ...*

- A put two beds in each
☒ B have to share

2 *If you join us, it's £50 each, which is a ...*

- A bargain
 B fortune

3 *There are four bikes at the cottage which means that we can ...*

- A visit the sports centre
 B get around easily

4 *We can rent the cottage from 15th to 21st August. So there's no need to worry about ...*

- A the weather
 B the tourists

- 7 What opening and closing remarks would you write?

Dear Helen,

Introduction Hi! How are you? I'm sorry I haven't written for ages, but I've been really busy. Anyway, I'm writing now to let you know that Claire, Jan and I have decided to rent a cottage in Dorset from 15th to 21st August and we'd love it if you could join us.

Main Body I asked the owner all about the cottage and it sounds great. The cottage has only got two bedrooms, so we'll have to share, but the rooms are big with two beds in each. There's also a large garden. It's only £200 a week — that's £50 each, if you join us. In other words, it's a real bargain!

There are lots of things to do in the area. We can go horse-riding, and there's a sports centre not far away. There is also a market, a local museum and a wildlife park. The owner says there are four bikes at the cottage which we can use, too, which means we can get around easily.

I really hope you decide to join us. It would be such fun to go on holiday together, and the weather will probably be good at that time of the year, so I'm sure we'll all have a great time.

Conclusion Well, that's all for now. Please write and let me know as soon as you've decided what you're going to do. Take care.

Lots of love,
 Sue

Para 1: Opening remarks/reason(s) for writing

Para 2:

Para 3:

Para 4:

Final Para: Closing remarks

- b) Replace the topic sentences in the main body paragraphs with other appropriate ones.

REQUESTING INFORMATION

To request information you can use **direct** or **indirect** questions.

Direct questions are quite common in **informal letters** and often begin with a question word such as *what, who, when, how*, etc.

e.g. *What time will the party finish? How far is the hotel from the beach?*

- Most indirect questions are formed with modals such as *could, would*, etc and are normally used in semi-formal or formal letters.

– e.g. *I would be grateful if you could tell me what time the party will finish.*
Could you please let me know how far the hotel is from the beach?

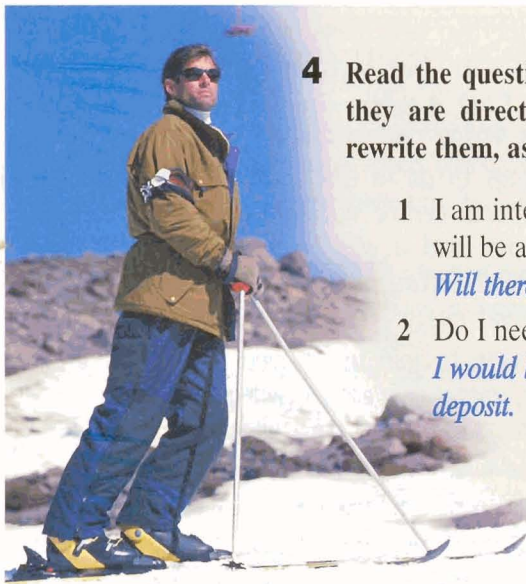
- You use **if/whether** in an indirect question when there is no question word in the direct question.

e.g. Direct question: *Do we need to bring our own food?*

Indirect question: *I would like to know if/whether we need to bring our own food.*

- 4** Read the questions below and say whether they are direct (D) or indirect (I). Then rewrite them, as in the examples.

- I am interested in finding out if there will be a ski instructor = *I*
Will there be a ski instructor?
- Do I need to pay a deposit? = *D*
I would like to know if I need to pay a deposit.



- 3 Could you perhaps tell me how many tickets are available?

- 4 I would like to know whether there are any facilities for young children.

- 5 What time does the play finish?

- 6 Do you cater for vegetarians?

- 7 I would appreciate it if you could send me further information.

- 8 Where exactly is the restaurant?

- 9 Could you please let me know where the nearest train station is?

- 10 Is the cost of equipment included in the price?

- 5** Look at the extracts and the notes (1-10) made about them. Then, match the notes to the sentences (a-j) opposite, as in the example.

BYDALE CAMP -

fun for all ages!

- competitive prices
- English lessons daily

1) exact cost?

2) how many hours?

3) when exactly?

ATNEX COLLEGE

Reserve a place on one of our summer courses in photography

- FREE MATERIALS

4) what do I bring?

5) marine biology books?

No matter what you want to read, FULLSTOP BOOKSHOP will find it for you!

- ALL SCHOOL BOOKS IN STOCK
- HUGE SELECTION OF FOREIGN LANGUAGE BOOKS

6) Portuguese?

7) lessons every day?

MIDDLETON LANGUAGE CENTRE

- Intensive courses: Learn Italian in three months
- 20 hours per week
- Small groups or private lessons

8) how many students?

GYMNASTICS COMPETITION

- Joolie Sports Centre
- 29th April
- Tickets still available

9) morning or afternoon?

10) how much?

- a I I would appreciate it if you could let me know exactly how much the camp costs.
- b Is there anything I need to bring with me?
- c Could you let me know the exact dates of your courses?
- d Could you please tell me how many hours per day we will have lessons?
- e I'd like to know if there are classes every day.
- f Do you have marine biology books?
- g I would like to know if the competition takes place in the morning or afternoon.
- h I would be grateful if you could tell me how much the tickets cost.
- i I am interested in finding out whether you have any Portuguese books.
- j I would appreciate it if you could let me know exactly how many students there are in each group.

6 a) Look at the following advertisement and write short questions about the underlined words/phrases, as in the example.

NANNIES WANTED

Do you ...

- enjoy working with children?
- want to work abroad?

e.g. 1 Which countries?

Nannies Around the World is an international agency established in 1980. We are looking for young people who enjoy working with children.

Regular working hours.

Two evenings a week free.

Successful candidates will be provided with suitable accommodation.

Generous salary and benefits.

Please write to
Mrs Maddox at 14A, Tissier Rd, Toronto, Ontario, Canada or
telephone 0770-37660 for further information.

7 a) Read the rubric below, then answer the questions.

You are organising an end-of-term party at your school and have already made some arrangements. Read the notes you have made for a letter to your head teacher, Mrs White. Then write your letter, using all the information given.

Letter to Mrs White

end-of-term party —
school hall, Sat. 1st July, 8-11pm.

tell her about:

- place, date, time (see above)
- who's coming (4th & 5th forms)
- music (John Smith's Disco)
- food & drink
- (Mary & Eva responsible)

ask her about:

- cost of tickets
- posters — where?



1 Should your letter:

- give information?
- ask for information?
- give and ask for information?

- Who is going to read your letter?
- How well do you know the person?
- How should you begin and end the letter?
- What opening and closing remarks should you write?

b) Write sentences using the notes given.

e.g. place/date/time: The party will be held in the school hall on Saturday 1st July from 8pm to 11pm.

8 Read the rubric in Ex. 7 again. Write your letter (120-180 words), using your answers from Ex. 7 to help you. You can use the letter in Ex. 3 as a model.

b) Use your short questions to write suitable sentences requesting information.

e.g. 1 I would like to know which countries I might be expected to work in.
or Could you please tell me which countries you operate in?