

## A formal email

In a **formal email** you write to a person in an official role (for example, an employee at a company) for a particular purpose (for example, to make an enquiry).

**Example task:** Write an email to Mrs Addie Longman, director of your local sports stadium, asking for permission for your school's sports club to use the stadium for this year's sports day.

### A Get ideas

- Think about *why* you are writing. For example, to find out information (what?), to apply for a job (which?), etc.
- Make notes of key things to include (e.g. statements or questions to ask).

### B Plan

- Organize your ideas into paragraphs. Use a new paragraph for each new main idea. For example:

	Greeting ( <i>Dear ...</i> )
Paragraph 1	Why you are writing
Paragraphs 2–3	Your main ideas or queries
Final paragraph	What you would like to happen next (e.g. <i>I look forward to hearing from you.</i> )
	Closing expression (e.g. <i>Best regards, Yours sincerely,</i> etc.)

- Now think about layout. Formal emails do not need to include any addresses or dates. However, if you are writing a formal letter, you usually include addresses and dates at the top like this:

The address of the person you are writing to

Your address  
The date

### C Write

**always include a name if you are given one**

**use a range of tenses and structures**

**use formal verbs and expressions**

**organize your ideas with sequencers**

**use modal verbs to make polite requests**

**use an appropriate closing expression to match the greeting**

Dear Mrs Longman,

**I am** the president of Bankside High's sports club and **I am currently making** arrangements for this year's sports day. **I am writing to enquire about the availability** of Bankside Stadium for a school sports day this summer.

**As** the football field at the school is not large enough for the event, we are interested in hosting the event out of the school. Bankside Stadium **would be ideal** as **it has all the facilities necessary**.

The sports day **will take place** during the first week in June and will last from 9 a.m. to around 4 p.m. **would be grateful** if you **could** let me know **if the stadium can be hired** to the sports club for this event.

**Finally**, **could** you possibly inform me of the cost of hiring the stadium, if it is available?

**Please contact me if you require any further information.**

**Kind regards,**

Kim Lee

## Useful language

### Greetings and endings

If you know their name:

Dear Mr / Mrs / Miss / Ms (+ surname),

Yours sincerely, (your full name)

If you do not know their name:

Dear Sir or Madam,

Yours faithfully, (your full name)

You can end formal emails with:

Best wishes, (your full name)

(*Best / Kind*) regards, (your full name) (use with either greeting)

### Giving a reason for writing

I am writing to enquire about / apply for / complain about ...

... which I read about in ...

... which was advertised in ...

... which I purchased (*from*) ...

### Polite requests

Could you (*possibly*) ... ?

I would like to know more about ...

Would it be possible to ... ?

I would be grateful if you could ...

### Adding and sequencing ideas

In addition, ...      Moreover, ...

Furthermore, ...      First of all, ...

Firstly, ...      Secondly, ...

Finally, ...

### Including other documents

I have attached (email) / enclosed (letter) a CV / photo / sample of work for your reference.

### Next stages

Please contact me if you require any further information.

I look forward to hearing from you.

Thank you in advance for your help.

## Tips for ... formal emails

- ✓ Use appropriate greetings and closing expressions.
- ✓ Use full forms (*I am*) not short forms (*I'm*).
- ✓ Use indirect structures to sound more polite.
- ✓ Use formal structures, expressions and linkers, and avoid chatty, colloquial language.

# Writing Workshop A formal email

In a **formal email** you write to a person in an official role (for example, an employee at a company) for a particular purpose (for example, to make an enquiry).

**Example task:** Write a formal email to Mr Colin Blackwell, Head of Customer Services, to complain about a product you have bought online recently and ask for your money back.

## A GET IDEAS

- Think about **why** you are writing. For example, to find out information (what?), to apply for a job (which?), etc.
- Make notes of key things to include (e.g. statements or questions to ask).

## B PLAN

Organize your ideas into paragraphs. Use a new paragraph for each new main idea. For example:

<b>Paragraph 1</b>	Greeting ( <i>Dear ...</i> ) Why you are writing
<b>Paragraphs 2-3</b>	Your main ideas and questions
<b>Final paragraph</b>	What you would like to happen next (e.g. <i>I look forward to hearing from you.</i> ) Closing expression (e.g. <i>Best regards, Yours sincerely, etc.</i> )

## C WRITE

Always include a name if you are given one

Use a range of tenses and structures

Organize your ideas with sequencers

Use formal verbs and expressions

Use modal verbs to make polite requests

Use an appropriate closing expression to match the greeting

Dear Mr Blackwell,

I am writing to complain about a games console which I bought recently from your online store.

Although I set up the console using the instructions included, it did not work properly. As a result, I called your helpline and spoke with one of your technicians who asked me to send the console back to be tested. He explained that the company had been experiencing problems with the specific model and that if they could not repair it, they would replace it.

I received the replacement this morning and I have attempted to set it up. However, the new console does not work either. I have also attempted to call the helpline again, but I have not been able to get through.

Therefore, I would like you to refund my money as I have lost confidence in this product. I look forward to hearing from you.

Yours sincerely,

Jan Krakowicz

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### Giving a reason for writing

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### Polite requests

I was wondering if it would be possible ...

I would like to know more about ...

Would you be able to ... ?

I would be grateful if you could ...

### Adding and sequencing ideas

In addition, ... Moreover, ...

Furthermore, ... Firstly, / First of all, ...

Secondly, ... Finally, ...

### Including other documents

I have attached a CV / photo / sample of work for your reference.

### Next stages

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I look forward to hearing from you.

Thank you in advance for your help.

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