

## LETTERS

**There are two types of letters** – the personal (informal) and the formal..

- Decide whether your letter is formal or informal.
- Always write your own address at the top (on the right) and the date underneath.

### INFORMAL/PERSONAL:

**What readers do you have in mind?**

- family members
- people you are familiar with

### **How to write a personal letter**

- no strict rules
- about personal matters
- correspondence between people who feel safe with each other.
- colloquial language and short forms are all right
- syntax can be simple

### Suitable Phrases

#### **Salutations/Greetings**

Dear Jane,...  
Hello...  
Hi...

#### **Closings**

Best wishes...  
Kind regards...  
Love...  
Lots of love...  
Take care...  
Yours as always...  
Cheers...

### **Structure**

- informal greeting
- the following new line begins with a capital letter.
- informal tone and style of writing
- concluding phrase
- familiar closing phrase
- signature (typed in e-mail)

*Hi Dot,*

*Heard the latest? Jenny  
has dumped her boyfriend.  
Awful row, I hear. Must  
dash now. Call you tonight.  
Cheers,  
Emily*

### FORMAL/IMPERSONAL:

**What readers do you have in mind?**

- companies and institutions
- people whose help you need but whom you do not know (well)

### **How to write a formal letter**

It is used when writing to companies, institutions and people you do not know. Make a good impression and stick to these rules.

- Divide your letter into three parts and at least three paragraphs:
  1. introduction: why you write
  2. the subject matter: come to the point
  3. conclusion: sum up what you want politely
    - substance straight to the point, no waffling
    - formal style as a sign of respect
    - neutral use of language
    - careful choice of vocabulary
    - full forms ('cannot' or 'does not')
- The writer's address at the top (in the right corner, without name)
- Phone number
- ☉ E-mail address

### **Salutations**

Dear Mr/Mrs/Ms Smith, ...  
Dear Madam or Sir,...

### **Closing phrase**

I am looking forward to hearing from you.  
Thank you very much in advance for your help.

### **Ending**

Yours sincerely...  
*(if addressed by name)*  
Yours faithfully *(if addressed to Madam or Sir)*

### **LAYOUT OF A FORMAL LETTER**

*sender's address  
only*

*Date*

*recipient's name  
and address*

*salutation*

*subject matter*

*Closing phrase*

*Closing and  
signature*

	number, street town (country) post/zip code (U.S.) month DD,YYYY (U.K.) DD <b>month in words</b> , YYYY
	Name (if known) or job title (e.g. The Manager), The Name of the Company or Institution, number, street place post code
	Dear Madam/Sir, I am writing as a...
	My reason for contacting you concerns... My specific request is to ask you whether... If you require any clarification of the details...
	Thank you, in advance, for taking time to... / Hoping to hear from you...
	Yours sincerely /faithfully