

## 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.  
They had an awful row.  
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**

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