

A A formal letter

10 Baldwyn Gardens
Ealing
London W5 8PR

8 August

Dear Sir or Madam¹

I am writing² in response to³ your advertisement about job opportunities for graduates⁴. I have just completed a degree in Economics at Durham University, and **I would be grateful if you could⁵ send me further details⁶ of the graduate training schemes you mention.** I am **available⁷ for interview at any time.**

I look forward to hearing from you.⁸

Yours faithfully⁹

*Nicole Drew*¹⁰

Nicole Drew

¹ use this beginning if you don't know the person's name

² This is a common way to start a letter.

³ in reply to

⁴ people with a university degree

⁵ this is slightly more polite/formal than **Please could you ...**

⁶ information about something (plural noun)

⁷ free

⁸ This sentence is often used to close a letter when you expect a reply.

⁹ Use this ending if you don't know the name of the person you are writing to. If you know the name, end the letter with **Yours sincerely**, or **Kind regards**.

¹⁰ Writing your name like this in a particular way is a **signature**. It is normal at the end of a formal letter to **sign** your name first [write your signature], and then print it, e.g. Nicole Drew.

B Useful words and phrases

Thank you for your letter **regarding** [about] the damage to your vehicle.

I regret to inform you [I am sorry to say] that your **application** [official request for something] has not been successful.

I am pleased to inform you that your application has been successful. [I am happy to say]

I am writing to **enquire about** English courses at your school. [ask about]

You will need to **confirm** the booking **in writing**. [write to say that the booking is certain]

We would like to **thank you for** offering your **support**. [say thank you for offering your help]

We would like to **apologise for** [say sorry for] the **delay** [when something arrives later than expected]. OR **Please accept our apologies for** the delay.

I enclose a cheque for £100. [I am sending a cheque for £100 in the same envelope as this letter.]

Exercises

98.1 Correct seven more mistakes in the letter.

Dear ~~sir~~ Sir or Madame

I write with response to your advertisement for trainees in yesterday's newspaper, and i would be grateful if you could send me further detail.

I look forward to hear from you.

Kind regards,

Michael Ridley

Michael Ridley

98.2 Finish the sentences.

- 1 If you don't know the person you are writing to, you start *Dear Sir or Madam*
- 2 If you would like more information, you ask for further
- 3 A common way of closing a letter is *I look forward*
- 4 If you don't know the person you are writing to, you end *Yours*
- 5 If you know the name of the person, you can end *Yours*
- 6 Another way of ending a letter is *Kind*
- 7 At the end of the letter you also write your

98.3 Rewrite the phrases and sentences in more formal English, starting with the words given. Keep a similar meaning.

- | | |
|--|--|
| 1 Thanks for the letter about the fire. | Thank you for your letter <i>regarding the fire</i> |
| 2 I'm sorry to tell you ... | I |
| 3 I'm happy to tell you ... | I am |
| 4 Are you free on Wednesday? | Are you |
| 5 I want to ask about the dates of the course. | I would like to |
| 6 We want to say sorry for the delay. | Please accept |
| 7 Please send me the details. | I would be |
| 8 Could you say that's definite in a letter? | Could you |
| 9 I'm sending a copy of my CV. | I |

98.4 Complete the letter.

1 *Dear* Mr Wilkinson,

I am ² in ³ to your letter of 10 February ⁴ the delivery of the Maxwell dining table and four chairs that you ordered.

In the middle of January there was a fire at the factory and it had to close down for almost a week. The recent heavy snow has caused further problems, and coming so soon after the busy Christmas period, we ⁵ to inform you that there are ⁶ of up to four weeks on most orders.

We promise to do everything we can to speed up deliveries, but in the meantime we would like to ⁷ for the obvious inconvenience this has caused.

Yours ⁸

James Porter

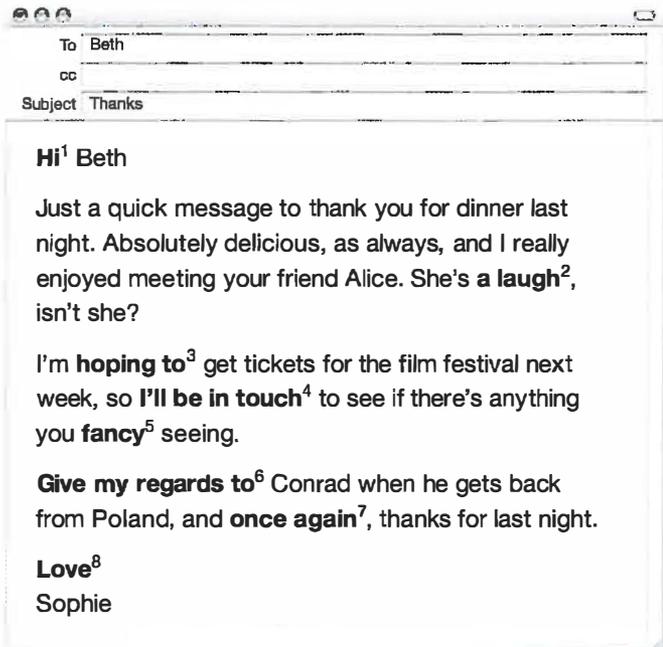
James Porter

Customer services manager

A

An email

- ¹ We can begin an informal email or letter with **Hi Beth**, **Hello Beth**, or **Dear Beth**.
- ² a funny person
- ³ planning or intending to
- ⁴ make contact, e.g. by phone, email or text
- ⁵ want (to see) *informal*
- ⁶ say hello to Conrad from me; also send **my regards** to Conrad. With family members and very close friends we also say **give/send my love** to.
- ⁷ again, as before (here it is used to say thank you one more time)
- ⁸ We can end an informal email/letter to a close friend or family member with **Love** or **Lots of love**. We also often use **Best wishes** or **All the best** when we end a letter or email to a friend.



B

A letter

8 Daniel Street
Bath BA1 2PH

Dear Rob

I **know** it's **ages¹ since²** I last got in touch, but I wanted to **let you know³** that I'm hoping to spend a few days in Birmingham in two weeks' **time⁴** - **actually⁵** just before your birthday. I thought we could **get together⁶** and go out for a meal. And if it's OK with you, perhaps Mark could **join us⁷** as well.

Anyway⁸, it would be great to see you. If you haven't got my mobile number, it's 07732 268024.

Best wishes,
Sean

Language help

We can use **actually** to give more exact information, as in the letter (**syn in fact**). We also use it a great deal in spoken English to say something which is surprising or different from what you expect, e.g. He looks Italian, but **actually** he's not. (**Syn in fact**) **Actually** does *not* mean *at the moment*, e.g. *The land is **currently** for sale (NOT The land is **actually** for sale).*

- ¹ a long time
- ² from a time in the past until now
- ³ tell you
- ⁴ two weeks from now
- ⁵ (see Language help)
- ⁶ meet for a social reason
- ⁷ come with us
- ⁸ used to change the subject or end a conversation/letter

Exercises

99.1 Find five more phrases using words from the box.

in give be once best let in to again you
 week's ~~touch~~ my a regards time wishes know

be in touch

99.2 Write these phrases in different ways. The phrases can be similar but don't repeat exactly the same words.

- | | | |
|----------------------------|---------|----------|
| 1 Hello Julie | Hi..... | Julie |
| 2 Hello Mark | | Mark |
| 3 Give my love to Patricia | | Patricia |
| 4 Love, Trudie | | , Trudie |
| 5 Best wishes, Sam | | , Sam |

99.3 Rewrite the sentences using the word in capitals. Keep a similar meaning.

- | | | |
|--|-------|---------------------------------|
| 1 Do you want to come with us? | JOIN | Do you want to <u>join us</u> ? |
| 2 Do you want to go? | FANCY | Do you |
| 3 I'll write soon. | TOUCH | I'll |
| 4 It looks new, but actually it isn't. | FACT | It looks new, but |
| 5 I'll tell you as soon as possible. | LET | I'll |
| 6 I'm going three weeks from now. | IN | I'm going |
| 7 Jamie is very funny. | LAUGH | Jamie is |
| 8 Let's meet for lunch. | GET | Let's |
| 9 I haven't written for ages. | SINCE | It's |

99.4 Complete the email with words from the box.

~~touch~~ join fact together hoping in
 let since give ages actually anyway

Inbox | New | Reply | Reply all | Forward | Delete | Junk | Options

Dear Gilberto

I haven't been in ¹..... ~~touch~~ for ²..... – I'm sorry about that. In ³....., I've been really busy ⁴..... I last wrote because I've got a new job in TV – ⁵..... it's with the BBC. I'm doing research for various documentary programmes and I'm ⁶..... to go to Brazil ⁷..... three months' time. If so, I'll obviously get in touch. It would be great if we could get ⁸....., and maybe Filipe could ⁹..... us if he's free.

¹⁰....., I'll write again soon. I hope things are going well with you, and ¹¹..... me know when the baby arrives. And, of course, ¹²..... my love to Teresa.

All the best,
 Jonny

A Letters or words?

Most abbreviations are spoken as individual letters.

EU	European Union
UN	United Nations
PM	Prime Minister
MP	Member of Parliament
BBC	British Broadcasting Corporation
ID	identification, e.g. Do you have an ID card?
PC	personal computer
CV	curriculum vitae [a history of your job experience]
ISP	Internet Service Provider



Occasionally abbreviations are spoken as words, e.g. AIDS /eɪdz/ and PIN /pɪn/ [personal identification number, especially used with a bank/credit card]

Language help

We use the verb **stand for** to ask about the meaning of an abbreviation.

A: What does EU stand for?

B: European Union.

B Written forms only

Some abbreviations are written forms only, but pronounced as full words.

Mr Scott [mɪstə Scott]

St Mark's Church [saɪnt mɑ:k's tʃɜ:ʃ]

Mrs Bryant [mɪsɪz braɪənt]

Dean St [di:n stri:t]

Dr Chapman [dɒktə tʃæpmən]

C Abbreviations as part of the language

Some abbreviations (from Latin) are used as part of the language.

Latin	abbreviation	pronunciation	meaning
et cetera	etc.	/et 'setərə/	and so on
exempli gratia	e.g.	/ɪ' dʒi:/	for example
id est	i.e.	/aɪ'ɪ:/	that's to say / in other words

D Shortened words

Some common English words can be shortened, especially in spoken English. In some cases, the shorter form is more common and the full form sounds quite formal, e.g. refrigerator, influenza, gymnasium and veterinary surgeon.

phone (telephone)

fridge (refrigerator)

maths (mathematics)

exam (examination)

board (blackboard)

plane (aeroplane)

case (suitcase)

photo (photograph)

ad/advert (advertisement)

flu (influenza) [illness like a cold but more serious]

gym (gymnasium)

lab (laboratory) [special room where scientists work]

bike (bicycle)

sales rep [sales representative; *syn* salesperson]

TV/telly (television)

vet (veterinary surgeon)

paper (newspaper)

Exercises

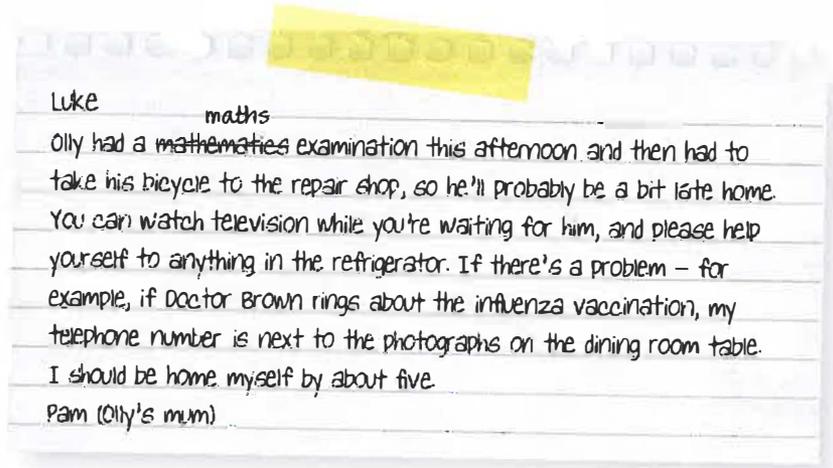
100.1 Are these sentences correct or incorrect? If a sentence is incorrect, change it to make it correct.

- 1 ISP stands for Internet Service Player. Incorrect. It's Internet Service Provider.
- 2 BBC stands for British Broadcasting Company.
- 3 MP stands for Minister of Parliament.
- 4 PC stands for personal computer.
- 5 UN stands for Unified Nations.
- 6 ID stands for identification.
- 7 CV stands for curricular vitae.

100.2 What abbreviations in written English are often used for these words or phrases?

- | | | | |
|---------------|-----------|------------------|-------|
| 1 Mister | <u>Mr</u> | 5 in other words | |
| 2 for example | | 6 Saint | |
| 3 and so on | | 7 Doctor | |
| 4 Street | | | |

100.3 Rewrite this note, making it more informal by using short forms where possible.



100.4 Complete the sentences with suitable words, shortened words or abbreviations.

- 1 It was a warm day, so I put the milk and butter in the fridge.
- 2 He didn't want to walk, so he went on his
- 3 If you go to Mediterranean islands, Sardinia or Corsica, it's a good idea to hire a car.
- 4 If you want to apply for the job, you'll need to send your with a letter of application.
- 5 The dog was sick, so we had to take her to the
- 6 In that shop on the corner you can get books, pens, writing paper,
- 7 I took my large bag with me on the plane, but I didn't have a
- 8 When I sold my CDs, I put an in the paper and had three replies the same day.
- 9 If you use the cashpoint, remember you'll need your number.
- 10 What does MP for?
- 11 We did some experiments in the chemistry
- 12 My uncle is a sales

100.5 Here are some more abbreviations. What does each one stand for, and where will you see them?

- | | | |
|-----------|------------|------------|
| PTO | RSVP | asap |
| IMO | DOB | PS |