

Formal Letter

Formal Letter Etiquette

1. Be polite and formal, keep your language simple and clear.
2. Try not to be emotional; Avoid you/ you did not
3. If you do not know the name, use position.
e.g Customer Service Manager,
4. Use formal and polite words, even when you are complaining

Source: Oxford Advanced Learner's Dictionary

Dos and Don'ts

- Write all verbs in full. Do not use contracted forms like don't or can't.
- Do not use abbreviations such as info (for information) and asap (for as soon as possible).

Below is a selection of useful language for you to use in a formal letter. The phrases you choose will depend on the context of the question.

Beginning

I am writing this letter with regard to...

I am writing to bring to your attention...

I am writing to inform you that...

I am writing to express my dissatisfaction with.....

Requests and Suggestions

I would be grateful if you would...

I would like you to...

I am entitled to request that you....

I was wondering if it would be at all possible to....

I would like to suggest that....

Format or Layout

Openings and endings

Dear Sir/Madam,
Dear Mr. Peter,
Dear Professor,

~~Hi Peter~~

~~Hello Kevin~~

Endings

Best Regards,
Best Wishes
Yours Sincerely

~~Cheers,~~

~~Speak to you soon~~

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Use complaining (not fighting) words

It is better to use “soft” words to explain your problems. Try not to raise the roof or exaggerate the facts because you want to sound believable.

How to politely say you don't like something:

Disappointment:

It was expecting . . . (insert what you expected) but . . .

I was expecting to get along with my roommate but we are not suited to each other.

I was disappointed to discover that . . .

I was disappointed to discover that she felt it was her right to play music even though I was trying to sleep.

I am disappointed because . . .

I am disappointed because I thought I would be matched with a roommate similar to me.

Unacceptability:

It is unacceptable that . . . (insert problem)

It is unacceptable that our room is in such disorder.

The fact that . . . is unacceptable.

The fact her clothes, garbage and books cover the floor is unacceptable.

It is not acceptable to (insert problem)

It is not acceptable to have to live in these conditions.

Displeasure:

I was displeased to see that . . . (insert problem)

I was displeased to see that she was very messy.

I am not pleased that . . .

I am not pleased that I am unable to sleep or study in the room.

Introducing the topic

I am writing to express my dissatisfaction with ...

The purpose of this letter is to express my dissatisfaction with ...

Describing the problem the topic

Strong Adjective: shocked, distressed

Less Strong: disappointed, dissatisfied

Ending

I look forward to hearing from you.

I look forward to receiving your response.

I await your prompt service.

I thank you for your consideration.

Please respond at the earliest convenience.

What do you want:

Definite: A full/partial refund, a replacement, an apology

More flexible: Compensation, reimbursement,
recompense

Endings:

I look forward to your swift reply.

I look forward to hearing from you at your earliest
convenience.

I very much hope to hear from you shortly.

~~No more today.~~

~~See you soon.~~

Requesting an action

1. Very polite

- Would it be possible to send me
- I would be grateful if you could send me ...

~~Can you send me~~

~~Please can you let me ...~~

Writing a Letter of Complaint

1. Explain clearly why you are writing.
2. Explain the problem and how you were affected.
3. Explain any further problems and the consequence
4. State clearly what action you wish the company to take
5. General comment say you would like to quick reply