**B2 First (FCE) Formal Letter: Useful phrases**

We will finish it with some useful vocabulary mostly used to organize information. Although it is**taking a shortcut,** if you learn several expressions for each paragraph in each type of text that could be on your exam, you will certainly be able to create a very consistent and well-organized text.

**Greetings**

*Dear Sir  
Dear Madam  
Dear Sir/Madam  
Dear Mr Brown  
Dear Ms Jones etc*

**Reason for writing**

*I am writing in response to your article/advertisement/letter.*  
*I am writing with regard to your article/advertisement/letter.*  
*I am writing regarding your article/advertisement/letter.*  
*I am writing on behalf of*

**Referring to their letter**

*As you stated in your letter, …*  
*Regarding … Concerning … With regard to …*

**Ending the letter:**

*I look forward to receiving your reply.*  
*I look forward to your reply.*  
*I look to hearing from you.*

**Closing**

*I am, yours faithfully (if you don’t know the name of the person you are writing to).  
I am, yours sincerely (if you know the name of the person you are writing to).*  
*Yours faithfully.*  
*Yours sincerely*

**Letters of complain: Useful phrases**

**Reasons for writing**

*I am writing in order to complain about.*  
*I am writing to complain about*

**Introducing the complaint:**

*Firstly.*  
*In the first place.*  
*First of all.*  
*My first complaint is*  
*The first problem is*  
*The first thing I would like to draw your attention to is.  
My first concern is*

**Introducing further complaints:**

*Secondly.*  
*In the second place*  
*Not only …….but also*  
*In addition.  
In addition to this.  
Added to this  
….was also unacceptable*

**Demanding action:**

*I suggest that you replace the item.*  
*I therefore suggest that I be given a full refund .*  
*I would be grateful if my money was refunded  
I would be grateful if you could give me a full refund*

**Letters to request information: Useful phrases**

**Reason for writing:**

*I am writing to receive further information about.*  
*I am writing to enquire about. I am writing to receive more detailed information about.*  
*I am writing to receive further details about*

**Requesting first piece of information**

*The first thing I would like to know is.*  
*First of all I would like to know*  
*I wonder if you would mind telling me first of all ….?*

**Requesting further information:**

*Could you also tell me….?*  
*Could you also inform me ….?*  
*Would you also mind informing me ….?*  
*Would you also mind telling me ….?*  
*Do you know ….?*  
*I would also like to know if.*  
*I would also like to know whether*  
*I hope you might also let me know about …*

**Thanking for information:**

I would like to thank you in advance for this information.  
Thanking you in advance for this information.