

Put the phrases under the corresponding heading.

- 1 Subject line: *Enquiry, ...*
- 2 Salutation: *Dear Ms Smith, ...*
- 3 Opening sentence: *I am writing to inform you,*
- 4 Reason for writing:
- 5 Conclusion:
- 6 Close:

Dear Sir or Madam 2	Enquiry 1	Further to your phone call
Yours sincerely 6	It was nice to meet you at the conference last week. 3	I am writing to invite you ... 3
Complaint about ... 1	In addition, ... 4	Best/Kind regards 6
I would like to complain about ... 3	Best wishes 6	Offer for ... 1
If you have any further questions, please do not hesitate to contact me. 5	I saw your advertisement ... 3	Just to let you know that ... 4
Reminder 1	I am writing to request ... 3	Unfortunately, ... 4
I would also like to inform you ... 4	Please find attached ... 5	Dear Ms Smith 2
I would be grateful ... 5	Thank you in advance for your help in this matter. 5	I look forward to hearing from you soon. 5
Thank you for your email of ... 3	I have been given your email address by ... 3	Further to your phone call this morning 4
Hi John 2	Lots of Love 6	With reference to your email/phone call of ... 3
I would appreciate if ... 5	I am writing to confirm ... 3	I would be pleased to ... 4
I am enclosing ... 5	Order for ... 1	I am afraid that ... 4

