

## Letters structure

### **Illustration example:**

You want to sell your television. You think a friend of yours might like to buy it from you. Write a letter to your friend.

In your letter:

Explain why you are selling the television.

Describe the television.

Suggest a date when your friend can come and see it.

### - **Type of letters:**

#### **Informal:**

To someone you know well, whose first name you know and use. (Friend, Relative, ...)

#### **Semi-Formal:**

To someone you may or may not have met whose last name you know & use. (Teacher, Manager, coworker...)

#### **Formal:**

To someone you have not met, whose name you don't know.

### **I- Starting a letter:**

<b>Informal</b>	<b>Semi-Formal</b>	<b>Formal</b>
<i>Dear &lt; xxx&gt;, Hello &lt;xxx&gt;, Hi &lt;xxx&gt;, + Greeting</i>	<i>Dear Mr &lt;Last_Name&gt;, Dear Mrs &lt; Last_Name &gt;, Dear Ms &lt; Last_Name &gt;,</i>	<i>Dear Sir, Dear Madam,</i>

#### **Greetings examples:**

- *Hope this letter finds you well.*
- *Hope you are doing great.*
- *How are you?*
- *I hope things are fine with you.*
- *It was lovely to ...*
- *Apologies for not writing for so long but I've been really busy ...*
- *It was great to get your postcard/email/letter ... and I'm thrilled to hear you are well.*
- *It's been so long since we saw each other but I haven't forgotten all the wonderful times we spent together.*

### **II- Paragraph A:**

State the reason of writing the letter. This is very clearly stated in the question, but you must reword it using synonyms.

#### **Keywords:**

<b>Informal</b>	<b>Formal</b>
<i>I'm writing to you ...</i>	<i>I am writing with regards to ...</i>
<b>Note:</b>	<i>I am writing in connection with ...</i>
<i>Can be ignored and get directly into the topic</i>	<i>I am writing in the hope that ...</i>
	<i>I would like to express my concern about ...</i>

	<i>I would like to draw your attention to the fact that ...</i> <i>I am writing to express my dissatisfaction with ...</i> <i>I am writing to inquire about ...</i>
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**Ex.:**

*Hope you are doing great. I'm so sorry for not writing to you for such long time but I have been busy moving to a new house. Speaking of which, since my new house is already equipped with new home appliances including a smart TV, I'm selling my television and I thought you may be interested in buying it.*

**III- Paragraph B and C:**

*Normally, the question will ask you to cover three points in the letter. These points must be covered in the body paragraphs B & C, each of 4 sentences.*

*You must write equally about each point.*

**Ex.:**

*This TV is a high definition one. Its 46 inches, which is amazing for play station games. Also, it has a USB socket to play movies with a flash memory and a built-in satellite receiver. If you decide to buy it, I'll give you a sound system as a present.*

*Why don't you pop around any time next week to see it? I'll be at home most of the time as I'm on a vacation to get the house furnished and it'll be a great chance to have your opinion about some decorations I want to put up.*

**IV- The COURSE OF ACTION paragraph OR Closing statement:**

*It more like to be a phrase stating an action required to be taken.*

**Ex.:**

*Please call me before you come so I can pick you up from the bus station.*

**For Formal letters:**

*Thank you in advance for your attention.*

*I am really looking forward to ...*

*I hope the situation will be resolved soon ...*

*Hope to hear from you very soon ...*

*I look forward to hearing from you ...*

*I would be grateful if you would ...*

*I was wondering if it would be possible to ...*

*I would like to suggest that ...*

**V- Closing a letter:**

<b>Informal</b>	<b>Semi-Formal</b>	<b>Formal</b>
<i>Lots of love, See you soon, Best wishes, Best regards, Warm wishes, Take care, Bye for now,</i>	<i>Yours sincerely, + 4 lines space</i>	<i>Yours faithfully, + 4 lines space</i>
<b>+ Signature</b>		

**Keywords:**

<b><i>Informal</i></b>	<b><i>Formal</i></b>
<i>I'll pick you up at ...</i> <i>How about we meet up on Thursday?</i> <i>Why don't you pop around to my place?</i> <i>It'd be great if ...</i> <i>Get back to me as soon as you can ...</i> <i>Sorry, but I won't be able to make it ...</i> <i>I'm sorry that ...</i> <i>I was thrilled to hear ...</i> <i>I was glad to know ...</i> <i>I was delighted to ...</i>	<i>You will be collected at ...</i> <i>The next available appointment is on Thursday ...</i> <i>I would like to invite you to visit my house ...</i> <i>I highly recommend that ... / I would appreciate it if ...</i> <i>Please respond at the earliest convenience.</i> <i>Unfortunately, I will not be able to ...</i> <i>Regrettably, ...</i> <i>Please accept my apologies for ...</i> <i>I was glad to ...</i> <i>I was delighted to ...</i>

**Important Notes:**

- *Do not use contractions in formal or semi-formal letters. Use it if and only if it is an informal letter.*
- *Try to avoid 'verb+ing' in formal and semi-formal letters.*
- *For formal complaint letter, use the passive format.*
- *Leave one line between each paragraph or part of the letter and in case the letter is formal or semi-formal, leave 4 lines between 'Yours sincerely/Yours faithfully' and your signature.*
- *Do not use phrasal verbs or idioms in formal and semi-formal letters.*

**Example of informal letter:**

**You want to sell your television. You think a friend of yours might like to buy it from you. Write a letter to your friend.**

**In your letter:**

- **Explain why you are selling the television.**
- **Describe the television.**
- **Suggest a date when your friend can come and see it.**

Write at least 150 words

You do **NOT** need to write any addresses

Begin your letter as follows:

Dear.....,

Dear Amr,

Hope you are doing great. I'm so sorry for not writing to you for such long time but I have been busy moving to a new house. Speaking of which, since my new house is already equipped with new home appliances including a smart TV, I'm selling my television and I thought you may be interested in buying it.

This TV is a high definition one. Its 46 inches, which is amazing for play station games. Also, it has a USB socket to play movies with a flash memory and a built-in satellite receiver. If you decide to buy it, I'll give you a sound system as a present.

Why don't you pop around any time next week to see it? I'll be at home most of the time as I'm on a vacation to get the house furnished and it'll be a great chance to have your opinion about some decorations I want to put up.

Please call me before you come so I can pick you up from the bus station.

Lots of love,

Dina

**Example of formal letter:**

**You have received a letter from your bank, asking you to acknowledge receipt of a new bank card. However, the card was missing from the envelope. Write a letter to the bank's head office. In your letter:**

- **Explain why you are writing**
- **Express concern about the missing card**
- **Ask them what they intend to do**

**Write at least 150 words.**

Dear Sir or Madam,

I am writing to draw your attention that two days ago, just before the weekend, the bank sent me a letter asking for confirmation that I received a new credit card, despite it was not inside the envelope with the confirmation request.

I am very conscious that you may have sent my card by mistake to another client, or it was somehow stolen. Although I still have my old visa card, I am not able to do any purchases or cash withdrawals with it because it is deactivated.

Since this is a crucial security matter, I would like to suggest you make sure the new card has not been activated yet, and I would appreciate if you could provide me another one as soon as possible and deliver it by one of your representatives to avoid any delay. After this, please start an immediate investigation into why the card was missed.

Please respond at the earliest convenience.

Yours faithfully,

Dina Elgendy

**Example of formal letter (Complaint):**

**You recently stayed in a hotel in a large city. The weather was very unusual for the time of year and the heating / cooling system in the hotel was quite inadequate. Write a letter to the manager of the hotel.**

**In your letter:**

- **give details of what went wrong**
- **explain what you had to do to overcome the problem**
- **at the time say what action you would like the manager to take**

**You should write at least 150 words.**

Dear Sir or Madam,

I am writing with regards to my stay in your hotel for the last week in Athens. Although it is spring, the weather was very cold at night and the heater was found to not be working properly as expected. Therefore, the receptionist of the hotel was informed, and she promised to get it fixed as soon as possible.

In spite of raising this matter every day of my visit, no one was sent to repair the heater, and I had to boil water in the kettle to have a shower. I am very dissatisfied with the level of ignorance that was shown despite it was a very simple issue that could have been resolved instantly.

I would appreciate starting an investigation into the reasons why the heater was not tested before I checked in and what kind of compensation is expected considering the inconvenient service I had.

Your rapid response is highly appreciated.

Yours faithfully,

Dina Elgendy