

III. WRITING

INFORMAL LETTER



Greeting	<i>Hi Amanda,/Dear Anya,</i> <hr/> <hr/>
Start/Introduction	<i>Thanks for your letter/e-mail./ It was great to get your letter/e-mail./ Sorry for not writing for so long./ It was really nice to read about...</i> <hr/> <hr/> <hr/> <hr/>
Body	<i>I'd like to inform, that... Anyway, the reason I'm writing ... I thought I'd write to tell/ask you</i> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<i>Questions (optional)</i>	<i>What about you? How are you? Hope you are well.</i> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Final comments (optional)	<i>Looking forward to hearing from you./ Hope to hear from you soon Well, that's all for now./ Bye for now.</i> <hr/> <hr/>
Ending/Conclusion	<i>Best wishes, ... (name)</i> <hr/> <hr/>

FORMAL LETTER



Greeting	Dear Mr/Mrs/Ms Smith, Dear Sir/Madam,
Start/Introduction	<i>Thank you for your e-mail/letter of...</i> <i>Thank you for contacting us.</i> <i>Further to your last e-mail/letter, ...</i> <i>I apologize for not getting in contact with you before now.</i> <hr/> <hr/> <hr/> <hr/>
Body	<i>I am writing in connection with...</i> <i>I am writing with regard to...</i> <i>In reply to your e-mail, here are...</i> <i>We would like to point out that...</i> <i>Could you give me some information about...</i> <i>I would like to know...</i> <i>I'm interested in...</i> <i>I'd be grateful if you could...</i> <i>Thank you in advance for your help in this matter.</i> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Final comments (optional)	<i>Thank you for your help.</i> <i>Please feel free to contact me if you have any questions.</i> <i>I will contact you again shortly.</i> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Ending/Conclusion	<i>Yours sincerely,</i> <i>Yours faithfully,</i> <i>(name surname)</i> <hr/>