

FORMAL WRITING

FORMAL LETTERS/E-MAILS

I. Discuss in pairs:

- a) What ways of written communication can you think of? What are the differences between them?
- b) Which of the ways do you use?
- c) How often do you write e-mails? Who do you usually write them to and why? Are these e-mails formal or informal?

II. Work in pairs. Read your text and tell you your partner about it. Compare the information in your texts.

III. How to write a letter of application? Think of the style, contents, structure and layout.

IV. Study the samples of cover letters below. Compare them with your ideas in task III. Which parts should be skipped in e-mails?

Sample cover letters

59 River Street,
Cardiff,
CF1 1JW

1st March 2022

The Editor
The Swansea Gazette
27 New Hall Road
Swansea
3GT IDR

Dear Sir or Madam,

I would like to apply for the post of trainee reporter which was advertised in yesterday's edition of the Swansea Gazette.

I am eighteen years old and will be leaving school at the end of this academic year. Presently I am studying English and Economics for my A levels.

I have been involved in the production of my school's newsletter for the last two years and I have a keen interest in local affairs. I am also a member of the football and athletics teams.

I enclose the names and addresses of two referees who can testify to my conduct and character.

I could come for an interview at any time which is convenient to you.

I look forward to hearing from you.

Yours faithfully,

Mark Morrison

Lípová 36
Prague 3
130 00
Czech Republic

2 April 2023

The Employment Officer
Home and Overseas Airways Ltd.
43, Park Lane
London WJ 1 9PN
Great Britain

Dear Sir,

In reply to your advertisement in "Go By Air" of March 29th, I would like to apply for the position of air hostess.

I have travelled by air frequently and observed the work of air hostesses with interest. I believe I am suited for the job and would enjoy it.

At present I am completing a two-year course at the Modern Language School in my hometown, where I am learning English, French, and German and I am preparing for my final examinations (FCE, DALF, and ZD respectively). I also learned Spanish at secondary school which I finished two years ago.

In my past holiday jobs I worked as a waitress, which required quick and pleasant service. I have also taken a course in first aid. Playing tennis, swimming, and skiing have added to my good health and stamina which I assume are essential for the work of air hostess.

I enclose my curriculum vitae including more details about my education and skills. Should you need further information about my character, the headmaster of my present school and my former teachers would be willing to give me references.

I would be happy to come for an interview at your convenience.

I look forward to hearing from you.

Yours faithfully,

Linda Louková

13 Clive Road
London
SE 21 8TZ

3rd of June, 2022

Kate Best (ref 818/03)
Human Resources
Axcom
19 Cumberland Drive
London WA2 2EH

Dear Ms Best

I am writing to apply for the position of Human Resources Manager as advertised in the Financial Times of 1 June 2022.

My experience and qualifications match those requested in your advertisement. I am also familiar with Axcom's products, and I am confident that I can help you to implement your European human resources strategy successfully.

As you will see from my CV, I have more than five years' experience in developing HR strategies, mainly in software companies. I also have extensive experience of leading international project teams, and excellent knowledge of the French, German, and Spanish markets. I speak both German and French fluently.

For the past three years, I have been working as deputy director of HR at DVP Systems in Bromley. During this period, I was responsible for implementing the financial module of SAP and coordinating HR policies with our partners in Germany, France and Spain.

I would be happy to discuss salary matters at an interview and would be grateful if you would let me know if you intend to take up my references.

Thank you for considering my application. I look forward to hearing from you.

Yours sincerely

Michael Hunt

Moravská 56
120 00 Praha 2
Czech Republic

16 May 2024

The Personnel Officer
Construction Ltd.
PO Box 346, Glasgow G 129 QT
Scotland

Dear Sir / Madam,

In answer to your advertisement in the Education Supplement of The Scottish Express on 15 May 2024, I should like to apply for a holiday job with your company.

I am studying Civil Engineering at the Czech Technical University in Prague in my third year and have passed all my exams with distinction. I have a working knowledge of English and would welcome the opportunity to be in an English-speaking environment so that I become more fluent.

Naturally, from a professional point of view I would very much appreciate working with your firm, which would provide me with valuable experience for my future career.

I am 21 years old, enjoy good health and like meeting new challenges.

I would very much appreciate if you would consider my application and look forward to hearing from you.

Yours faithfully,

Josef Novák

Josef Novák

EXERCISES – FORMAL LETTERS / E-MAILS

I. Complete the following letter of application.

<p>Alexandra Schmidt Patagonia GmbH Museumstrasse 20 7000 Munich22 Germany</p>	<p>Sheila Britton 2 Endon Drive Chorlton, Manchester M21 7TE England UK</p>
<p>8th January 2023</p>	
<p>Dear Ms Schmidt,</p>	
<p>I am writing tofor the position of Public Affairs Assistant which was last week in the International Herald Tribune.</p>	
<p>Although I am presently by a non-profit making organisation, it has always been my intention to work in a commercial environment. I would particularly the chance to work for your company and as you will on my enclosed curriculum vitae, the job you are offering both my personal and professional interests.</p>	
<p>My work experience has familiarised me with many of the challenges in public relations today. I am sure that this, together with my understanding of the needs and expectations of sport and nature enthusiasts, would be extremely relevant to the position. Moreover, as my mother is German, I am fluent in this language and would definitely working in a German-speaking environment.</p>	
<p>I would be pleased to my curriculum vitae with you in more detail at an interview. In the meantime, please do not hesitate to me if you require further information.</p>	
<p>I look forward to hearing from you.</p>	
<p>Yours sincerely,</p>	
<p>Sheila Britton</p>	

II. In each of the following sentences, choose the most appropriate word from the options in brackets.

1. I am writing to (*apply, request, ask*) for the post of Sales Consultant advertised in today's edition of "The Independent".
2. I enclose my curriculum vitae for the (*job, position, work*) of Program Manager.
3. As you will see from the enclosed (*curriculum vitae, covering letter, application*), I have had several years' experience of Export Sales.
4. I (*qualified, left, graduated*) from Manchester Technical College with an HND in Electronic Engineering.
5. At present, I am (*worked, employed, taken*) by Unisys, where I work in the customer Service Department.
6. I would be grateful if you could send me an application (*form, formula, card*).
7. While I was at Dell, I was (*responsible, charged*) for the day-to-day running of the Technical Services Department.
8. At ICL my duties (*included, added, completed*) installing and testing new computer systems.
9. I look (*forward, ahead, on*) to hearing from you.

III. Correct common mistakes:

in/with the reference to Your advertisement...	I absolved the University of...
the position/post of the Design Engineer	I have an Engineering diploma
in reply to your letter from 10 December	I am studying Bc degree

IV. With a partner prepare a set of instructions on how to write a good cover letter (e-mail). Use impersonal language (i. e. avoid using 'I', 'we', 'you' etc.). Do not use imperative. You may use some of the following words and expressions:

addressee - at the bottom of the page - at the top of the letter - body of the letter - comma - in the right(handside) upper corner of the page - paragraph - salutation - sender - signature

V. Look at the following task and the sample answer below. Discuss the answer with a partner. Then rewrite the answer in a more appropriate way.

TASK

Write an e-mail responding to the advertisement below. You have always wanted to take part in an expedition like this one but would like to have more information. Read the advertisement carefully and the notes which you have made below. Then write your e-mail.

OPERATION SEA GULL
Chance of a Lifetime!

If you want to see the world, visit exotic places, make new friends and work hard as part of a team, this could be just the opportunity you've been looking for.

Operation Sea Gull sets sail on November 15th and currently needs:

- marine biologists/anthropologists/geologists
- enthusiastic crew members (no previous sailing experience necessary)

The voyage will last for approximately 6 months and will include research into the animal and plant life of Indonesia

- any qualifications needed?
- cost?
- what need to take?
- exact date of return?

REPLY

Dear Sir/Madam,

I was really thrilled to see your super advertisement in Eco Magazine yesterday. I've always wanted to go on a sea voyage ever since I was little, and this looks like it could be my big chance.

There are just a few little points that crossed my mind. First of all, I was just a bit worried that I might need some special qualifications or something. Another thing was that you didn't say if we would have to pay anything and I'm actually a bit short of cash at the moment, you know how it is.

If it was alright with you and I did come, my mum wanted me to ask what I would need to bring but I suppose you have some kind of list, don't you? Oh yes, and the other thing was... when exactly do you think we'll be back because I really fancy doing a Spanish course next summer and I can't book it without knowing when we're getting back.

Well, I can't wait to meet everyone. Do write back soon and let me know what's next!

See you soon,

Julio

COVER LETTERS**I. USEFUL PHRASES****Salutation****close**

Dear Sir, Dear Sirs, US usage = Gentlemen:	(all followed by)	Yours faithfully,
Dear Sir or Madam,		
Dear Mr Brown Dear Professor Smith	(all followed by)	Yours sincerely

Introduction

I am writing in reply to your advertisement published in
With reference to your advertisement infor the position of
I am writing to apply for
I wish to apply for
I am applying for the post of

The body of the letter

I feel that my qualifications match your requirements
I feel I would be suitable for this post because
My qualifications are as follows:
I wish to gain experience of
Having already worked as a for, I wish to extend my experience
....., I feel I could be useful to you
I enclose my CV
Please find enclosed the names and addresses of my referees
I could come for an interview at any time which would suit you.
..... at your convenience
I am available for an interview
I would be glad to attend an interview
I look forward to hearing from you.

II. USEFUL VOCABULARY

VERBS		ADJECTIVES		NOUNS
act as	implement	adaptable	sensitive	oral and written communication skills extensive experience in excellent knowledge of the ability to work in multicultural teams leadership skills
carry out	introduce	adept	tactful	
create	negotiate	committed		
develop	raise	conscientious		
devise	redesign	dependable		
establish	reduce	enterprising		
exceed	set up	loyal		
expand	supervise	outgoing		
graduate		reliable		
head		resourceful		

We thank you for your letter of 3rd August.
Many thanks for your offer of 3rd August.
We refer to your letter of 3rd August
In reply to your letter of August 3rd we wish to inform you that
With reference to your letter of August 3rd we wish to let you know that
We confirm our email of August 3rd running as follows:

<p>a neutral fact:</p> <p>We wish to</p> <p>We would like to</p> <p>We have to</p>	
<p>a pleasant fact</p> <p>We are pleased to</p> <p>We are glad to</p> <p>We are happy to</p> <p>We have the pleasure to</p>	<ul style="list-style-type: none"> - inform you that - let you know that - say that - tell you that
<p>an unpleasant fact</p> <p>We are sorry to</p> <p>We regret to</p> <p>Unfortunately we have to point out that</p>	

Please send us

We ask you kindly to send us

We request you to send us

Can you send us

Could you please send us

Will you kindly let us know

Would you kindly let us know

We shall be grateful if you will let us have
would let us have

We are looking forward to an early reply.
receiving a favourable reply.

We look forward to hearing from you.

We hope to hear from you soon.

We await your reply as soon as possible.