

## Writing reference: Letters

- Dear (name/Mr./Mrs. Surname)... thank you for your letter
- Dear (name/Mr./Mrs Surname )... I'm writting this letter because...

Introduce  
yourself, ask  
about the  
other person

Remember to use  
informal or formal  
style depending on the  
type of letter

USE  
CONNECTORS!

To end the letter...

- If you have any other ideas...
- Please send me an email...

To say goodbye...

- Best wishes
- Love or with love
- Looking forward to seeing you...

Say your  
name at the  
end!

Examples of letters:

### Example of informal letter b1

It was so wonderful to hear from you and to know you enjoyed your honeymoon abroad. I am thrilled to share my own vacation experience with you, since I know you, of all people, love to hear about travelling and unusual places. So, this time, Casey and I went to Sri Lanka—a magnificent island with incredible traditions and ravishing nature.

To start with, going to Sri Lanka was never actually part of the plan. Our aim was to go to Laos, but my fiance's colleague just came back from Sri Lanka and literally talked us into changing our plans. Well, I have to say we are very grateful, since this was, without any exaggeration, the best vacation I ever had.

The weather was another perfect part of our overall great vacation. It isn't too hot in Sri Lanka this time of the year—just comfortably warm and sunny most of the time, so we could fully enjoy the beach and were also able to travel around the island a bit. The nature in Sri Lanka is just so magical and virgin, it almost made me feel like a Mowgli in the jungle. And guess what else I saw?! A real tea plantation, just like those we see in Lipton commercials, only far more beautiful.

Well, babes, I gotta get going. I hope you and John enjoy the rest of your honeymoon just as much as you have enjoyed it so far.

Casey and I will be waiting for both of you to come over for dinner once you get back from your trip.

Love you Sis!

Yours,  
Jen

### **Example of formal letter b1**

Dear Mr Brown,

**Re: Behaviour of students after school**

I am writing to you regarding the problems with children in the street after school.

Students have been shouting and fighting for many weeks. In addition, some pupils have been drinking alcohol and painting graffiti on walls. In the past students were shouting sometimes, but the other problems are new.

Students do not have respect for people in this area. Many people feel bad about these problems, because they feel scared. Furthermore, people with jobs at night cannot sleep during the day. If the problems continue, people will be very angry.

From my perspective the school should do more to stop the problems. If teachers watch students after school, students will be well behaved. Students must have respect for the neighbours, and they should have to do punishments if the problems continue.

I look forward to hearing from you about this issue,

Yours sincerely,

### **Example of informal letter b2**

Question: You have received a letter from your penfriend inviting you for a visit in July. Write a letter to your penfriend accepting the invitation, suggesting something you would like to do and asking what you should bring with you.

Dear Carla,

Thanks for your letter; it was great to hear from you! I'm sorry I haven't written for ages, but I've been really busy preparing my exams. It's really good news you've passed your driving test. Congratulations!

Thank you so much for your invitation to stay with you for a week in July; I'd love to come. I know you have a wonderful beach near your house and I'd really

enjoy spending some time there. I expect that the weather will be hot, so I hope we can go swimming.

What sort of clothes should I pack? Casual or formal? Would you like me to bring anything for you? I would like to bring something special for you and your

family from my country.

I'd better stop now. I hope you're enjoying driving your car and I'm looking forward to seeing you in July! Thanks again for the invitation.

All the best

Marta

### **Example of formal letter b2**

Dear Mr. Jones,

Stock Control Software System

Thank you for your letter of 1st September and the information you sent regarding the stock control system offered by your company. I certainly feel the system will meet our requirements. However, there are some points which I would like clarified before we go ahead and order the system.

Firstly, although you mentioned that the system has recently been updated, I wondered whether we might be eligible for a discount on any future upgrades.

Secondly, the installation and implementation period of three weeks, to which you refer in your letter, seems rather long. Is there any possibility of getting the system up and running on a shorter timescale?

I would be very grateful for a swift response to these queries, in order that we can begin the process as soon as possible.

Thank you in advance for your assistance. I look forward to your reply.

Yours sincerely, J. Brown

### **Example informal letter c1**

Hi, Chris!

Congratulations on getting a new job! And it is great you are finally getting a chance to visit our town.

First of all, you absolutely need to visit our new waterpark „Aqua 3000“, it's got all the awesome waterslides, the most amazing shapes and heights. We have different kinds of saunas there as well, if you fancy. As it is winter already, visiting the waterpark can be a nice opportunity to relax and warm your bones a little.

Secondly, I would advise you to visit our new 5D cinema. I remember, you have told me once you'd really love to visit one of those, well, here is your chance! It is an exciting and unforgettable experience, you'll be sitting in a moving chair, feel the wind or even water dripping down on your head. I know you are a big fan of horror movies, and our cinema has a large choice of them.

On your free weekend you should visit our famous club „31/11“. At the time of your visit there will be performing an awesome DJ Skream, you have probably heard of him. The club itself is a superb place to hang out at and to dance. The bartender makes the most delicious cocktails in the world, I swear.

I hope some of my suggestions will prove useful to you. Maybe on one of your free evenings you will find time to stop by my house and we'll have a nice chat about your new job.

Take care,

Julia

### **Example formal letter c1**

Dear Sir / Madam,

I am writing to inform you about my complete dissatisfaction with the vacuum cleaner

listed above, which I purchased from your store on the 10 of May, 2017.

On the day I bought it, your customer the person in charge of the customer service demonstrated well that it was in good working condition. On using it for the first time, it worked for a while but, out of the blue, it would stop. I thought maybe I was pressing the wrong button or that the battery was flat.

Thus, I decided to charge it once more time. After a few hours, I unplugged it and I pressed the "on" button. A green light lit up and it began to work. Unfortunately, the Hoover only ran for ten minutes, and then, it made a bizarre sound and shut off automatically. I found that it was faulty because it lost its suction.

I have tried to contact the customer service several times but it only opens until 3 p.m. and they are not available at the weekend. I respectfully ask for a repair or a replacement of this faulty Hoover within the next two weeks.

I hope it will be solved soon, otherwise, I will ask for a full refund of the retail price.

I look forward to hearing from you.

Yours faithfully,

Mary Smith