



## INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

<b>Číslo projektu</b>	OP VK 1.5 25549863
<b>Název projektu</b>	Moderní škola
<b>Název školy</b>	Soukromá střední škola podnikání a managementu, o.p.s.
<b>Předmět</b>	Anglický jazyk
<b>Téma</b>	Rules- formal letters
<b>Ročník</b>	4.
<b>Jméno autora</b>	Mgr. Kateřina Trnečková
<b>Anotace</b>	Žák používá správné rozložení formálního dopisu, používá vhodné fráze a oslovení.
<b>Datum tvorby</b>	18.9. 2012



# Writing formal letters

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# Outline of presentation

- The definition of a formal letter
- Different types of formal letters
- Rules for writing formal letters
- Types of salutations and endings
- Titles
- Writing the date
- Layout of the letter 1
- Layout of the letter 2
- Useful phrases - general
- Resources



# Formal letter

- Is a letter written in formal language, usually used when writing between business organizations or between such organizations and their customers, clients and other external parties.

# Types of letters

- Business letter : enquiry/demand  
offer  
order  
complaint
- Cover letter
- Others

# Rules for writing formal letters

- Use formal language – correct salutation and ending, formal phrases (e.g. I would be grateful if...)
- Do not use colloquial language (e.g. I wanna, raining cats and dogs) or slang (e.g. blue or bobby for policemen)
- Do not use short forms, e.g. I'm, they aren't

# Types of salutations and endings

- Dear Sir or Madam – **Yours faithfully**
  - an unknown person
- Dear Mr Greenman – **Yours sincerely**
  - a person, whose name you know
- Ending **Yours truly** for both (AE)

# Titles

- Mr Brown – a man
- Miss Brown – a young girl/woman, we know she is single
- Mrs – a married woman
- Ms – used for a woman when we don't know / want to state whether she is married or not

# Writing the date

- 5th January(,)2012
- 5 January(,)2012
- January 5th(,) 2012
- January 5(,) 2012

11 Wood Close  
Newcastle NE13 7 TY

Customer Services Department  
Zenon Electronics  
London SW12 7OP

14th May 2007


Dear Sir or Madam,

I am writing to report the fault with the new Zenon ZK400 MP3  
player.....

I am returning the playerto you with this letter. Could you please  
repair it or send me a new Mp3 player?

I look forward to hearing from you.

Yourth faithfully  
Madeline Connor



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# Useful phrases - general

- I am writing to...
- I would be grateful if you could...
- Could you please.....?
- I am enclosing.....
- I look forward to hearing from you.
- Please let me know ...

# Resources

- [en.wikipedia.org/wiki/Formal\\_letter](http://en.wikipedia.org/wiki/Formal_letter)
- [www.englisch-hilfen.de/en/words/commercial\\_briefe.htm](http://www.englisch-hilfen.de/en/words/commercial_briefe.htm)
- DAVIES, Paul A. Maturita Solutions Pre-Intermediate Student's Book. 1.vyd. Oxford: Oxford, 2007. University Press