

FORMAL BUSINESS LETTERS :

A- A Letter of Application :

Here is a list of points you should include:

- Say that you would like to apply
- Say where you found out about the job
- Say why you would like the job
- Say why you are qualified to do the job
- Say you can provide more information if necessary
- Say when you would be available for interview

A Sample Letter :

Dear Mr Saleh,

I am writing to for the position of Editorial Assistant which was in the latest edition of Gulf News.

I am currently by a Market Research company as a research assistant, but am keen to a career in publishing, because I enjoy reading and write my own poetry.

As you will notice on the CV, I graduated in European Literature. At University I gained considerable working on the student magazine, so I am with editing techniques. I work well under and enjoy working in a team. In addition, I speak English .

I would be for interview from next week. Meanwhile, please do not to contact me if you require further information.

I look forward to hearing from you.

Yours sincerely,

Margaret Roan

Describing your personality :

Adaptable / Capable / Competent / Customer-focused / Dedicated / Determined / Diligent / Effective

Efficient / Experienced / Flexible / Focused / Goal-oriented / Hard-working / Helpful / Honest / Keen
Proactive / Productive / Proficient / Profitable / Qualified / Resourceful / Successful / Trustworthy / Versatile / Willing

Useful phrases :

Demonstrated skills in... / Extensive academic / practical background in... / Experienced in all facets / phases / aspects of... / Experience involved / included... / Knowledge of... / experienced as...

Successful in / at developing... / Extensive training / involvement in... / Constant interaction with...

Worked closely with... / Familiar with.../ Efficiently organised... / Supported customers and colleagues with... / Promoted to...

B- A Letter of Complaint :

1. Focus on the most important facts. Don't give unnecessary background information.
2. Make sure you include:
 - the reason for writing (e.g. *I am writing to ...*)
 - what went wrong
 - what you would like to happen now.

KHOSSROF

<p>Greeting Dear Mrs Smith, (if you know the person's name) Dear Sir / Madam, (if you don't know the person's name) To Whom It May Concern,</p>
<p>Paragraph 1: INTRODUCTION Your reason for writing (+ specific information about the product or service, including where and when you bought it) ☺ I am writing in connection with/ I am writing to draw your attention to / I am writing to complain about</p> <p>☺ I am writing to express my strong/extreme/total dissatisfaction with/at / I wish to bring to your attention a problem which arose due to your inefficiency. / I wish to make a serious complaint regarding your</p> <p>..... I recently rented/ purchased/bought /received / ordered from you / your company / shop / staff.</p>
<p>Paragraph 2, 3.... : REASONS FOR THE COMPLAINT</p> <p>Linking: Firstly,..... ; Furthermore,.....; To make matters worse,.....; What is more,; In addition,.....; As a result,; Therefore,..... consequently</p>
<p>Paragraph 4: YOUR DEMANDS & THREATS a.) Say clearly what you want the company to do: ☺ As you can imagine, I am quite disappointed. I feel entitled to a partial/full refund in addition to an apology for the inconvenience caused. ☺ As you can imagine, I am extremely upset. I insist on /demand a full refund in addition to an apology for the annoyance and discomfort I suffered. ☺ I would like you to refund my money/ pay compensation/replace the product. ◀ ☺ I demand a full refund. ◀</p> <p>b.) State further action that you will take if your demands are not met: ◀ or I shall be forced to take the matter further/ legal action/ to go/write to the Consumer Association/ to go to court/ to write to the local newspaper. I hope that I will not be forced to take further action. / Unless I receive a satisfactory reply, I will ...</p>
<p>Paragraph 5: CONTACT If you require any further information, please do not hesitate to contact me. If you need contact me by telephone, you can reach me at 665 864 222.</p>
<p>Ending: ☺ I would appreciate it if you could look into this matter as soon as possible. ☺ I insist that you resolve the matter immediately. ☺ I look forward to hearing from you. ☺ I look forward to receiving a prompt reply. / I await your prompt reply.</p>
<p>Signing off: Yours sincerely, (if your letter starts with Dear Mrs Smith) Yours faithfully, (if your letter starts with Dear Sir / Madam) Sign your name and print it clearly.</p>

C- A Thank-You Letter:

How to Write a Thank You Letter or Email in Business English :

Some things to keep in mind about thank-you messages: they don't have to be long and complicated. Keep them **short** but spend some time creating a message that sounds **genuine and sincere**.

You can write it in four simple steps:

- **Greeting:** Start by addressing the person by name. This makes your message sound more personal and sincere.
- **Reason for thanking:** State what you're thanking this person for. Whatever it is, keep it short and clear and express your appreciation.
- **Compliment the person or reference the future:** This section of the letter or email can be flexible. Depending on the subject of the letter or email, you may briefly compliment the person, say something positive about the subject or even make a reference to the future such as your hopes to work with them again.
- **Closing:** End with a standard sign-off such as "Thanks again" or "Best" followed by your name on the next line.

Expressions of Thanks:

- Let me take this opportunity to thank you for...
- I am very pleased with ...
- My special thanks to you and your team for the wonderful job....
- I was delighted to hear that ...
- I was thrilled to find out that...
- I cannot thank you enough for ...
- No words can express my gratitude...
- I am extremely grateful for ...
- I very much appreciate your professionalism.

Other Expressions :

Making a request

- We would appreciate it if you would ...
- I would be grateful if you could ...
- Could you please send me ...
- Could you possibly tell us / let us have ...
- In addition, I would like to receive ...
- It would be helpful if you could send us ...
- I am interested in (obtaining / receiving) ...
- I would appreciate your immediate attention to this matter.
- Please let me know what action you propose to take.

Offering help

- Would you like us to ...?
- We would be happy to ...
- We are quite willing to ...
- Our company would be pleased to ...

Giving good news

- We are pleased to announce that ...
 - I am delighted to inform you that ..
 - You will be pleased to learn that ...
-

Giving bad news

- We regret to inform you that ...
- I'm afraid it would not be possible to ...
- Unfortunately we cannot / we are unable to ...
- After careful consideration we have decided (not) to ..

Apologising (US: apologizing)

- We are sorry for the delay in replying to ...
- I regret any inconvenience caused (by) ...
- I would like to apologise for the (delay, inconvenience)...
- Once again, please accept my apologies for ...

Enclosing documents

- I am enclosing ...
- Please find enclosed ...
- You will find enclosed ...

Closing remarks

- If we can be of any further assistance, please let us know.
- If I can help in any way, please do not hesitate to contact me.
- If you require more information ...
- For further details ...
- Thank you for taking this into consideration.
- Thank you for your help.
- We hope you are happy with this arrangement.
- We hope you can settle this matter to our satisfaction.

Ending business letters

For all customers and clients:

◇ Sincerely,
◇ Yours sincerely,
◇ Sincerely yours,

In more formal letters:

◇ Yours faithfully,

For those you already know and/or
with whom you have a working relationship:

◇ Regards,
◇ Best regards,
