

TYPES OF LETTERS

LETTER OF ENQUIRY

- I am writing to enquire/inquire about/whether...
- I am writing to you in connection with/with reference to...
- I was interested in your advertisement in 'The Daily Times' and I would like to have further information about...
- I should be grateful if you would send me (full) details of ...

ENQUIRY - body

- Could you please send me/let me know...?
- I would be most grateful if you could send me...
- I would be most grateful for your help.
- We are interested in knowing more about...
- I would like some information on/about...
- Could you please let me know...
- Please send me a copy of your (current brochure and details of ...)

ENQUIRY - ending

- I look forward to hearing from you at your (earliest) convenience...
- With our thanks in advance...
- I would be grateful if you could contact me with a convenient time and date when we could meet.
- Thank you for your assistance in this matter.
- I would be grateful to receive any information you have as soon as possible.
- We look forward to receiving the information you can give us...
- Please accept our thanks in advance.

LETTER OF APPLICATION

- I am interested in applying for the post of... which was advertised in the Daily Mail on 22nd September...
- I am applying for the position of... as advertised in...
- I wish to apply for a place at HSE...
- My reason for applying is that I would like to broaden my experience and also to make a greater use of knowledge of languages...
- I would be able to attend an interview at any time which is convenient for you...
- I was interested to see your advertisement in the September issue/edition of (a magazine) for....

APPLICATION - body

- I feel that my qualifications match your requirements. My qualifications are as follows...
- My educational background enables me to...
- I believe I have the appropriate qualifications...
- As you will see from my curriculum vitae, which is attached ...
- I enclose my CV as requested... As you will see...

APPLICATION - other useful phrases

- I feel I would be suitable for the post because...
- To leave school/university
- To study for a diploma/Matura
- To have/obtain O/A level passes in ...
- To have no/little experience of .../in ...
- To gain practical experience/qualifications
- To obtain a post
- Previous/working experience
- Work attitude/work performance
- Knowledge of languages/language skills/fluent in..
- I can use computer/I am computer literate/I possess PC skills/I have experience with word processor.

APPLICATION - ending

- I enclose (am - ing) the names and addresses of two referees who can testify to my conduct and character/two references...
- Please find enclosed my CV/my full particulars are shown on my CV/ a resume giving details of my qualifications is attached...
- I would be glad to attend an interview at any time...
- I am available for interview.../I look forward to the opportunity of attending an interview at which I can provide further details...
- I hope to hear from you soon and be given the opportunity of attending an interview.../and be granted the opportunity of an interview...
- I look forward to hearing from you and to being granted...
- I hope that you will take my application into consideration...
- I shall be pleased to provide any further information you may need.
- I should be grateful if you would send me an application form.
- Please let me know if you require any further information/ If there is any further information you require, please contact me by telephone.

LETTER OF APOLOGY

- I am writing to apologise about.../for the fact that (+clause)/for (not) (+ing)
- I would like to apologise about...
- Please accept our apologies for...
- We wish to apologise for an unfortunate mistake pointed out in your letter of...
- We apologise for the delay in ...
- On behalf of ..., I apologise most sincerely for...

INFORMAL APOLOGIES:

- The reason I couldn't telephone you was...
- I'm really sorry to have wasted your time.
- I assure you that this will never happen again.
- If you let me know where you bought it, I'll gladly replace it.

APOLOGY - body

- We didn't mean to..., but ... was very irritating.
- It was inexcusable of me to behave as I did.
- .. We feel really bad about it...
- I (very much) regret.. (ing)
- I am (very/terribly/extremely) sorry about sth/for doing sth (e.g. Disgraceful behaviour)

APOLOGY - ending

- We regret the inconvenience which has been caused.
- Please accept our apologies for the inconvenience which has been caused.
- Please accept our sincerest apologies.
- Please accept our apologies again for...

LETTER OF COMPLAINT

- I am writing to complain about...
- I am writing to express my concern about the fact that...
- I must complain in writing about...
- I feel I must complain to you about...
- I wish to complain in the strongest terms about...
- I must insist that you...
- I must urge you to...
- I am writing to inform you of an apparent error in your records...

COMPLAINTS - other useful phrases

- Poor standard of service/slow service
- No accommodation/Travel delays/Rather rude staff
- Badly scratched/dented wrapping/packaging
- To claim/demand for a refund
- Defective/faulty goods/defective item/machine
- The... may need replacing
- To restore an item to full working order...
- I am enclosing the broken radio in this package; please send me a replacement...
- I am returning ... to you for correction of the fault/for inspection/repair/servicing
- I am asking for/I wish to get a replacement
- You said that ... I feel sure there must be some mistake as I am sure that...

COMPLAINTS - ending

- I do not usually complain, but, as an old customer, I am sure you will be interested in my comments.
- We look forward to dealing with this matter without delay.
- I feel that your company should consider an appropriate refund.
- I would be grateful if you would send me a complete refund as soon as possible
- We feel there must be some explanation for (this delay) and expect your prompt reply.
- Will you please look into this matter and let us know the reason for ...
- Thank you for your assistance.
- I look forward to hearing from you at your earliest convenience.
- I am returning the damaged goods/items... and shall be glad if you will replace them.
- Please look into this matter at once and let me know the delay.
- Please check your records again.
- Thank you for your cooperation in correcting this detail...

LETTER OF OPINION

- In reply to your letter of 12th September I would like to say...
- I would like to respond to the article called...which appeared in Monday's edition of your newspaper
- In my opinion...
- It seems (clear) to me that...
- I am writing to draw your/your readers' attention to...
- I am writing to protest about...
- I must protest at ...
- I feel sure that your readers will be interested in... (to hear/find out/learn that...)
- As a citizen of Slovenia, I feel/believe/think...
- I was most interested to read Unlike Mrs Croyden, I believe....

OPINION: concern, approval, disappointment ...

- I am concerned about...
- I was outraged by...
- I am (extremely/most) displeased with..
- I am upset about...
- I was disappointed to read in your paper that...
- I find (most/extremely) objectionable/offensive...
- I am (definitely) opposed to...
- I cannot agree with...
- I cannot say I share your views about...
- I wholeheartedly support the opinion of...
- Personally, I believe/feel that...
- It is my opinion/view/feeling that...
- To my mind...
- In my opinion/view....
- As I see it...
- I consider...
- The way I see it....

OPINION - opening and ending

OPENING:

Sir/Dear Editor,

ENDING:

- I very much hope that you will (think it worthwhile to) publish my letter.
- I hope that you will be willing to publish this letter.
- Thank you for your attention/your time and consideration.

LETTER OF THANKS

- I am writing to say how much I appreciate...
- I would like to express my thanks for...
- I would like to thank you for (your help/your kind hospitality during...)
- Please accept our (belated/warmest) thanks for...
- We would like to express our thanks for...
- I am most grateful to you for (your warm hospitality during my stay in...)

THANKS - body and ending

- I greatly appreciate your taking care of all the details...
- We are very grateful for all the trouble you have taken to.../your trouble in providing...
- Thank you again for...

LETTER OF INVITATION

OPENING

- I am writing to you on behalf of...
- We are members of the school ... club/students of ...
- As members of..., we are greatly interested in.../concerned about...
- On the occasion of ... (= ob otvoritvi, praznovanju)
- You are kindly invited to the opening of the exhibition.. on Thursday, October 3 at 7.00 pm at the Gallery ...

BODY

- We/I wish/would like to invite you...
- On behalf of ...
- We hereby have the honour and pleasure of inviting you to ...
- We would be delighted/pleased if you would/could take part in.../would accept our invitation (to speak on the subject of...)
- We would, of course, be prepared to pay for your hotel.
- We will be happy to pay the costs of your (air) travel/your travelling expenses...
- Before the meeting it would be useful if you could prepare ...

CLOSING

- We would be grateful to know the dates that you find convenient and look forward to your reply...
- Please inform us of the time of your visit/any date which would suit you
- ... (at) any time which is convenient to you...
- Please let me know if you will be able to attend ...
- We look forward to hearing that you can accept our invitation.
- We do hope you will be able to...

ACCEPTING AN INVITATION

- Thank you for your kind invitation.
- The date you suggest is fine.
- I would be delighted to attend the meeting.
- I am sure it will be useful.

REFUSING AN INVITATION

- Thank you for your kind invitation. Unfortunately, I have another appointment on that day. Please accept my apologies.
- I hope we will have the opportunity to meet on another occasion in the near future. I am sure that the meeting will be a great success.

Example of an invitation to a formal reception:

<p>The British Ambassador Mr David Lloyd OBE Request the pleasure of the company of</p> <p>Ms/Mr _____</p> <p>at a reception to be held at the National Museum in the presence of His Royal Highness The prince of Wales on Tuesday, 3rd May 2005 R.S.V.P. British Embassy</p>	
Ljubljana DATE Telephone:	Time: 13.00 -14.30 Dress: suit

Example of an invitation to a party:

You Are Cordially Invited To A
Party

On _____
At _____
Place _____
Given by _____

RSVP

EXAMPLES OF LETTER OF CONGRATULATION

Letter should be short and formal, never written on behalf of someone else.

Your Excellency

On the occasion of the Independence Day I would like to convey my warmest greetings to you and to the people of ... (country).

Yours faithfully

Dear Ms Hall

May I take this opportunity to express my warmest congratulations upon your recent election as a Secretary of the ...

Yours sincerely

Dear Mr Harlow

I would like to convey my warm congratulations on your appointment to the Board of ... My colleagues and I are delighted that the many years of service you have given to our company should at last have been rewarded in this way. We all join in sending you our very best wishes for the future.

Yours sincerely

REPLY TO A LETTER OF CONGRATULATION

Dear Mr Gardner

My warmest thanks for your kind congratulations upon my recent nomination.

Yours sincerely

Dear Mr Gardner

Thank you for your letter conveying congratulations on the award. I am very happy that everything I may have been able to do for ... in my limited field should have been rewarded by this award.

Thank you again for your good wishes.

Yours sincerely

LETTER OF SYMPATHY

Example

Dear Mary

I called your office today and I was very sorry to learn that you had been in a car accident on your way home from work recently. However I was equally relieved to learn that you are making good progress and are likely to be back at work again in a few weeks.

I wish you a speedy recovery.

Yours sincerely

Acknowledgements (zahvala)

Dear Ms Moore

Thank you most sincerely for your kind expression of sympathy in my sad loss.

Yours sincerely

Happy New Year ...

1. To business partners

We send you our best wishes for the Festive Season.

With Seasonal Greetings and good wishes for 2007.

We would like to wish you a Merry Christmas and a Happy New Year.

With best wishes for Christmas and the New Year

2. To friends

Merry Christmas and a Happy New Year to you and your family

Wishing you a very merry Christmas and a happy New Year

Greetings for Christmas and every good wish for a happy New Year



OTHER USEFUL PHRASES IN LETTER WRITING

- I am writing to inform you.../to let you know.../notify you of a change.../ confirm...
- I understand that (=kot mi je znano) these publications are free of charge
- We were sorry to have missed the opportunity of attending your lecture...
- My classmates join me in sending you our best regards.
- Thanking you for your assistance.
- Thank you for your time and consideration.
- I look forward to hearing from you.