

A Letter of Complaint

15 ABC Lane
Rickshire
Surrey AL1 3PH
Tel. 0117 934218
7 June 2019

Customer Services
Mainrail
Pat House
Slough SLX 1RT

Dear Sir or Madam

I am writing to complain about the poor service provided by your train company. ①

Yesterday I travelled on the 8.20 from Oxford to London. Not only was the train ten minutes late leaving Oxford but we were further delayed at Reading and no explanation or apology was offered. Furthermore, the heating broke down and the train got cooler and cooler. I complained to a member of staff, who was most unhelpful and unsympathetic. ②

As a result of delays I missed an important meeting with a client, which caused financial loss and embarrassment. ③

In the circumstances I believe I am entitled to compensation. I look forward to hearing from you very soon. ④

Yours faithfully
Kim Lee

Most letters of complaint use formal language and are organised in a standard way:

Paragraph 1
explain why you are writing

Paragraph 2
explain what the problem is and describe any action you have already taken

Paragraph 3
say what inconvenience it has caused you

Paragraph 4
state what you want done about the problem

Letter Writing - Applying for a Job

Write the address, name and position of the person you are writing to here.

Ms Dave Rose
Managing Director
ABC Products Ltd.
43 South Road
London SE1 8KL

Never write your name at the top of the letter.

10 Brock Lane
Slough SLX 7EL
7 June 2019

Write your own address in the top right-hand corner.

The date can go either the left or the right.

Use Sir or Madam

if you do not know the name of the person you are writing to, and use person's title (Mr, Ms etc) and their surname if you do.

Dear Ms Rose

I am writing to apply for the post of accounts officer advertised in the Daily Mail of 25 May. Please find enclosed a copy of my CV. ①

In your application use the word post, position or vacancy, not job.

Use formal linking words and phrases.

Since graduating from Oak University, I have been working as assistant accountant for PMS Corporate Ltd. I have become particularly interested in handling costing, budgeting and compilation of accounts. ②
I would welcome the chance to work as part of a small dynamic team where I could make a significant contribution while developing my skills yet further. I would be happy to show you a portfolio of my work. ③

Paragraph ①

Explain which job you are applying for and how/where you heard about it.

Paragraph ②

Briefly describe your most relevant qualifications and/or experience.

Paragraph ③

Explain why you want the job and why you think you would be good at it.

Avoid contractions.

I am available for interview next week and look forward to hearing from you. ④

Paragraph ④

Say how you can be contacted or when you are available for interview.

Yours sincerely

Ben Brown

Enc. CV

Shows you have enclosed something

Informal Letters - A letter of thanks

There is no need to put the address of the person you are writing to.

4 Bridge Lane
Rickwerth
Denver RX3 8PS

Your address usually goes in the top right hand corner. It can be left out altogether.

7 June 2019

Dear Tommy

Use Dear + your friend's first name.

Just a note to say a big thank you for giving me such a fab time in the Lake District. I was so pleased to meet your family, and they made me really welcome.

You can use informal language, contractions (I'll, I'm etc.)

I'll never forget climbing Hills. My legs ached for days, but it was worth it for the fantastic views!

I'm back at work now and very busy. However, this weekend I'm going to decorate the spare room so I hope you'll come and visit me soon.

Love

Amy

PS I found that novel you told me about. Brilliant read!

If you want to introduce some more information or something that you have forgotten you can put PS (postscript) after your name.

End your letter with Love, Love from, Lots of Love for a close friend or a relation. Use Best wishes, Take care for others.

Asking for Information

Receiver's address with Telephone	10 Park Lane ABC ALX P2Y 7 June 2019	sender's/ Your address
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East Sports Holidays
12 Bridge Road
County 80110-5943

Dear Sir or Madame

I am interested in language and sports holidays as advertised in your brochure and I would appreciate it if you could send me further information about prices and facilities.

Could you tell me how many hours a week of language tuition are offered and how large the groups are? I would also like to know whether special diets are catered for, as one of my friends is a vegetarian.

Thank you.

Yours faithfully

Jane Scott

In American English
To whom it may concern
is used.

Other useful phrases
for asking for
information:

- It would also be helpful to know what/when etc...
- I would be interested to know...
- Please let me know...
- Would you send me details of...
- I would be grateful if you could let me have...

In American English end your letter: Sincerely, Sincerely yours or Yours Truly.