



# Written Communication

Writing emails, faxes,  
and letters



**Oh! My English**

*Stand out, Have No Fear, Have Your Say*

# Objectives

- **Opening and closing a message correctly**
- **Structure a message correctly**
- **Abbreviations**
- **Refer to previous messages**
- **Attachments**
- **Problems. Asking for more details. Clarifying**

# Sample letter

- Jackson Brothers  
3487 23rd Street  
New York, NY 12009
- 
- Kenneth Beare  
Administrative Director  
English Learners & Company  
2520 Visita Avenue  
Olympia, WA 98501
- 
- September 12, 2000
- 
- Dear Mr Beare
- Thank you for your inquiry of 12 September asking for the latest edition of our catalog.
- We are pleased to enclose our latest brochure. We would also like to inform you that it is possible to make purchases online at <http://jacksonbros.com>.
- We look forward to welcoming you as our customer.
- Yours sincerely
- 
- (Signature)
- 
- Dennis Jackson  
Marketing Director  
Jackson Brothers

# Structure a message correctly

Jackson Brothers  
3487 23rd Street  
New York, NY 12009

← Your address

Kenneth Beare  
Administrative Director  
English Learners & Company  
2520 Visita Avenue  
Olympia, WA 98501

← The name and address of your contact

March 12, 2005

← Date

Dear Mr Beare

← Beginning

← Opening line

Thank you for your enquiry of 12 September asking for the latest edition of our catalogue.

We are pleased to enclose our latest brochure. We would also like to inform you that it is possible to make purchases online at <http://jacksonbros.com>.

← Your message

We look forward to welcoming you as our customer.

← Closing line

Yours sincerely

← Ending

(Signature)

Dennis Jackson  
Marketing Director  
Jackson Brothers

← You, your title, company

# Beginning a message correctly

You write to	How to begin the letter	How to end the letter
an unknown firm/person (BE) (AE)	Dear Sir/Madam (BE) (AE)	Yours faithfully (BE)
	Dear Sir or Madam (BE) (AE)	Yours truly (AE)
	To whom it may concern (AE)	Truly yours (AE)
a woman whose name you don't know	Dear Madam (BE) (AE)	Yours faithfully (BE)
		Yours truly (AE)
		Truly yours (AE)
a man whose name you don't know	Dear Sir (BE) (AE)	Yours faithfully (BE)
		Yours truly (AE)
		Truly yours (AE)
a person whose name you know	Dear Mr/Mrs/Ms Fisher (BE) (AE)	Yours sincerely (BE)
		Very truly yours (AE)
		Sincerely (yours) (AE)
a person you know personally	Dear Ann/John (BE) (AE)	(With) Best wishes (BE) (AE)
		Yours (BE)
		Love (BE)
		All the best (AE)
		Kindest/Best regards (AE)

**BE= British English    AE= American English**

# Good opening lines

- *With reference to your letter of 8 June, I ...*
- *I am writing to enquire about ...*
- *After having seen your advertisement in ... , I would like ...*
- *After having received your address from ... , I ...*
- *I received your address from ... and would like ...*
- *We/I recently wrote to you about ...*
- *Thank you for your letter of 8 May.*
- *Thank you for your letter regarding ...*
- *Thank you for your letter/e-mail about ...*
- *In reply to your letter of 8 May, ...*

# Good closing lines

- If you require any further information, feel free to contact me.
- I look forward to your reply.
- I look forward to hearing from you.
- I look forward to seeing you.
- Please advise as necessary.
- We look forward to a successful working relationship in the future.
- Should you need any further information, please do not hesitate to contact me.
- Once again, I apologize for any inconvenience.
- I would appreciate your immediate attention to this matter.

# Ending a message correctly

You write to	How to begin the letter	How to end the letter
an unknown firm/person (BE) (AE)	Dear Sir/Madam (BE) (AE)	Yours faithfully (BE)
	Dear Sir or Madam (BE) (AE)	Yours truly (AE)
	To whom it may concern (AE)	Truly yours (AE)
a woman whose name you don't know	Dear Madam (BE) (AE)	Yours faithfully (BE)
		Yours truly (AE)
		Truly yours (AE)
a man whose name you don't know	Dear Sir (BE) (AE)	Yours faithfully (BE)
		Yours truly (AE)
		Truly yours (AE)
a person whose name you know	Dear Mr/Mrs/Ms Fisher (BE) (AE)	Yours sincerely (BE)
		Very truly yours (AE)
		Sincerely (yours) (AE)
a person you know personally	Dear Ann/John (BE) (AE)	(With) Best wishes (BE) (AE)
		Yours (BE)
		Love (BE)
		All the best (AE)
		Kindest/Best regards (AE)



# Titles

## Pronunciation

- Dear Mr      for a man
- Dear Miss Jones      for a single woman (not married)      miss
- Dear Mrs Jones      for a married woman  
missis
- Dear Ms Jones      status not known      mzz
- *Note: Always use Ms for a woman, except if she asks you to use Miss or Mrs.*

# Your message

- We have seen how to structure a message from the beginning to the end.
- Now let's look at some useful language to use when writing the message itself.

## ○ Requesting

- Could you possibly?
- I would be grateful if you could

## ○ Agreeing to requests

I would be delighted to

## ○ Giving bad news

Unfortunately...  
I am afraid that  
We regret to inform you that..

## ○ Enclosing or attaching documents

- I am enclosing/attaching
- Please find enclosed/attached
- Enclosed/attached you will find

## ○ Giving good news

We are pleased to inform you that..  
I am happy to tell you that...

## ○ Apologizing

- Please accept our apologies for the delay
- I'm sorry for the delay in replying to your letter/email but...

## ○ Confirming

Please confirm these arrangements  
Could you confirm that...

## ○ Problems

- I'm afraid there's a bit of a problem with....

# emails

**So, you've seen how to write letters. Emails aren't very different. They tend to be shorter and simpler, but the language used doesn't change very much. Take a look at the following example:**

- Dear Ms Jones,
- Thank you for your e-mail.
- I'm sorry for the delay in replying to your e-mail but I needed to check some information with our shipping department. I can now confirm that your order has been shipped by air freight. It should reach you in two days.
- I have attached the necessary documentation.
- Please confirm that these arrangements are OK.
- Yours sincerely,
- Mr DuPont.

# Practice...

- Write a response to this message:
  - Subject: My order # 444
  - I placed an order with you on Friday afternoon and received a confirmation number from you (124519). According to your website, the items were in stock at the time of placing the order and I asked for Next Day Shipping. So far the goods have not arrived. What has happened.
  - Yours sincerely,
  - James Smith
  - \_\_\_\_\_
- Here is the information you need to respond:
  - ⊙ Next day shipping only for orders placed before noon. Orders placed after noon Friday not shipped until Monday. Goods will arrive before 5pm on Tuesday - let me know if they don't

# Practice...

- Now write a response to this message :
  - Subject: My order # 568
  - We are sorry that your order has been delayed. This is due to a problem with our suppliers. We have now sorted out this problem. I hope that we can ship your order in the next 14 days.
  - Thank you for your patience.
  
  - Yours sincerely,
  - John Peterson
  - \_\_\_\_\_
- Here is the information you need to respond:
  - ⊙ Cancel order. Customer wanted goods this week – can't wait longer

# Practice...

- And now try this one:
  - Subject: My order # 09887
  - Can you confirm that both parts of our order have been shipped? We received one box this morning but not the other. Has it gone missing or has shipment been delayed?
  - Yours sincerely,
  - Jim Grant
  - \_\_\_\_\_
- Here is the information you need to respond:
  - ⊙ Sorry. Both boxes shipped together. What is number on box that did arrive? If missing box doesn't arrive/is damaged, we will replace it free of charge.

## Further practice

- In your work what kind of messages do you receive ?
- What are the subjects and contexts?
- What do you typically reply?
- Choose one example and explain it to your teacher.
- Now write a response on the whiteboard.



end