

BUSINESS CORRESPONDANCE (11)
Writing emails, faxes, and letters (01)

IN CONTEXT 3-5 min

Fill in

<i>Closing line,</i>	<i>The name and address of your contact,</i>	<i>Date,</i>
<i>Ending (formal phrase to give farewell),</i>	<i>Title, Opening line,</i>	<i>Your message,</i>
		<i>Your name, title, your company name</i>

Your full name

<Number> <street name>
<City>, <State> <Zip Code>

September 12, 2015*

1. _____

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

2. _____

Dear Mr. Beare

3. _____

Thank you for your enquiry of September 12th 2014 asking for the latest edition of our catalogue.

4. _____

We are pleased to enclose our latest brochure. We would also like to inform you that it is possible to make purchases online at

www.EnglishLearners&Company.net.com.fr

5. _____

We look forward to welcoming you as our customer.

6. _____

Yours sincerely
(Signature)

7. _____

Dennis Jackson
Marketing Director
Jackson Brothers

8. _____

WRITING A LETTER PART A 8-12 min

Titles and Ending Phrases

Here is a guideline for titles and its corresponding ending phrase to give farewell.

YOU ARE WRITING TO	TITLE	ENDING
An unknown company or person	Dear Sir / Madam Dear Sir or Madam To whom it may concern	Yours faithfully (BE) Yours truly (AE) Truly yours (AE)
A woman whose you don't know	Dear Madam	
A man whose name you don't know	Dear Sir	
A known person + <i>last/full name</i>	Dear Sir, Mr, Mrs, Ms	Yours Sincerely (BE) Very Truly yours (AE) Sincerely (yours) (AE)
A person you know personally	Dear Ann, John	Best wishes (BE) / With best wishes (AE) Yours (BE) Love (BE) All the best (AE) Kindest regards / Best regards (AE)

*(AE) American English, (BE) British English

LANGUAGE TIPS Mr. or Mr?

Titles can be confusing regarding writing them or pronouncing them. Here are some useful advices:

Titles	Person	Pronunciation
Dear Mr. (AE) Dear Mr (BE)	for a man	mister
Dear Miss Jones	for a single woman (not married)	miss
Dear Mrs. Jones (AE) Dear Mrs Jones (BE)	for a married woman	misses
Dear Ms. Jones (AE) Dear Ms Jones (BE)	status not known	miz

*(AE) American English, (BE) British English

Notes:

Always use Ms (miz) for a woman, except if she asks you to use Miss (miss) or Mrs (misses).

Use a period "." after titles when writing in American English. In British English do not use any punctuation.

WRITING OPENING AND CLOSING LINES 5-8 min

Letter openings and closings

Read these phrases and write OP for opening phrases and CP for closing phrases

- | | |
|---|-----------|
| 1. We are really looking forward to meeting you. | <u>CP</u> |
| 2. If you require any further information, feel free to contact me. | _____ |
| 3. With reference to your letter of 8 June, I | _____ |
| 4. I am writing to enquire about | _____ |
| 5. After having seen your advertisement in ... , I would like | _____ |
| 6. Should you need any further information, please do not hesitate to contact me. | _____ |
| 7. After having received your address from ... , I | _____ |
| 8. Please feel free to contact me if you have any further questions/ queries/information.. | _____ |
| 9. I received your address from ... and would like | _____ |
| 10. Please advice as necessary. | _____ |
| 11. We/I recently wrote to you about | _____ |
| 12. Looking forward to hearing from you. or I look forward to your reply/to hear from you./to see you. | _____ |
| 13. Thank you for your letter regarding /of May 8 th /about. | _____ |
| 14. We/I look forward to receiving your order/ reply/ decision/ response etc. | _____ |
| 15. We/I look forward to a successful working relationship in the future. | _____ |
| 16. It's with great interest I read your letter/e-mail about | _____ |
| 17. Once again, I apologize* for any inconvenience.
<small>* apologise (BA) / apologize (AE)</small> | _____ |
| 18. In reply to your letter of 8 May, | _____ |
| 19. We hope that we may continue to rely on your valued assistance. | _____ |
| 20. I would appreciate your immediate attention to this matter. | _____ |

Customizing your own letters/e-mails opening & closing

Think of two e-mails or letters you wrote to recently. Show them to your instructor.
Which opening and closing phrases, could you have used?

Alternative opening lines

Alternative closing lines

WRITING A LETTER PART B 8-12 min

Writing your message

We have seen how to structure a message opening and closing.

Now let's look at some useful language to use when writing the message itself.

1. Requesting	Could you possibly? I would be grateful if you could... We regret to inform you that...
2. Agreeing to requests	I would be delighted to...
3. Giving bad news	Unfortunately... I am afraid that...
4. Giving good news	We are pleased to inform you that... I am happy to tell you that...
5. Enclosing or attaching documents	I am enclosing/attaching... Please find enclosed/attached... Enclosed/attached you will find...
6. Confirming	Please confirm these arrangements... Could you confirm that...
7. Apologizing (AE) Apologising (BE)	Please accept our apologies for the delay. . I'm sorry for the delay in replying to your letter/email but...
8. Problems	I'm afraid there's a bit of a problem with...

What phrases do you usually use for each category? Add them in the chart.

Customizing your own letters/e-mails message

Choose three incomplete phrases from the chart that can be added in the two e-mails you chose for the previous exercise and complete them.

WRITING A MESSAGE 5-8 min

Customizing your own e-mails/letters messages

Use the two e-mails or letters you used in the previous exercise.

Which phrases could you have used in the body (message) of your e-mails?

Rewrite the entire body of one of the two e-mails.

Alternative message

SPEAKING 5-8 min

In your work what kind of messages do you receive?
What are the subjects and contexts?

What do you typically reply?
What typical phrases do usually you use?

Do you take the time to write a subject line to grab the reader's attention?
What subject line do you use?
How can you improve them?

Choose one example and explain it to your teacher.

WRITING E-MAILS 5-8 min

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. Commonly the ending with a formal farewell phrase is omitted.

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.

Write responses to these messages

E-mail 1:

Use the information below 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

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

E-mail 2:

Use the information below to respond:

Cancel order. Customer wanted goods this week - can't wait longer

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

E-mail 3:

Use the information below 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.

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

QUIZ 5-8 min

Complete the sentences:

<i>Ending</i>	<i>Opening line,</i>	<i>Closing line,</i>	<i>Title,</i>
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1. The _____ in business correspondence is a formal expression concluding the body of your letter or e-mail.
2. The _____ is an honorific appellation to refer to the person you are writing to.
3. The _____ is a sentence stating the content of your letter or e-mail or making a reference to a previous message or event linked to the message purpose.
4. The _____ is a formal expression more commonly used in letters and less in e-mails which tend to be less formal.

Match the titles and ending phrases

1. Dear Sir, Madam	a. Best wishes / With best wishes b. Very Truly yours c. Yours truly d. Love
2. Dear Sir, Mr, Mrs, Ms, Madam	e. Yours faithfully f. All the best g. Yours h. Yours Sincerely
3. Dear Dany	i. Truly yours j. Kindest regards / Best regards k. Sincerely (yours)

Reorder the phrase in the e-mail (see next page)

Subject: Friday 10/9, Language training request

Dear Jackie,

1. please do not hesitate to contact us. 2. To start your program, 3. With reference to your e-mails of May 18th,

10. I'm pleased to inform you that your request 4. Keep in mind that you will have to schedule 5. and other practical information. 6. your sessions out of your regular work time. 7. for a language training has been accepted. 8. Should you need any further information,

9. please get in contact with the company Language ZMillenium at service@languageZmillenium.net.com.fr.

11. Find attached 12. all the documents regarding your training content

HR Team