

Letter applying for a job:

(Addresses are not written)

Dear Mrs Hunter,

With reference to your advertisement in Thursday's edition of the *Daily Star*, I am interested in applying for the position of primary school teacher.

I am 28 years old and currently teaching in Margate. I have a BSc degree awarded by Glasgow University in 1997. I completed my certificate in Education at Preston Teacher Training College in 1998.

I have been working for Margate Education Department since 1999. During this time, I have enjoyed teaching a variety of subjects, including English, General Science and Games.

I consider myself to be punctual, hard-working and fair. I enjoy working with children and have good organisational skills.

I enclose a reference from my present employer. I would be grateful if you would consider my application. I am available for interview any weekday morning. I look forward to hearing from you.

Yours sincerely,

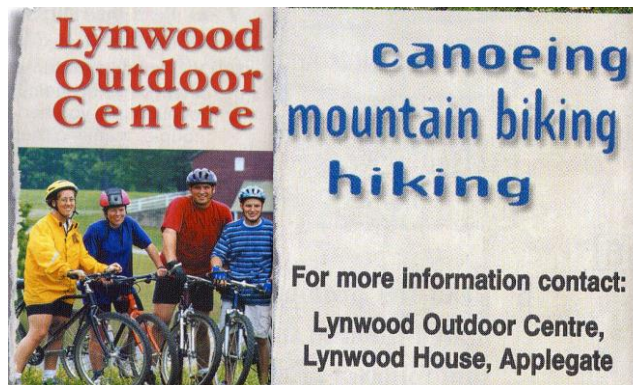
*Steven Davies*

Steven Davies

Source: Successful Writing Intermediate. Student's book, page 28.



Email asking for information (email of request):



Dear Sir,

With reference to your advertisement in the April edition of the *Wessex Times*, I am writing to ask for further information regarding the Lynwood Outdoor Centre.

Firstly, I would appreciate it if you could give me a few details concerning the activities offered — for example, whether mountain bikes are available for hire, or if visitors are expected to provide their own. I would also like to know more about the type of area chosen for hiking, and whether a guide accompanies visitors on their hikes.

Furthermore, I would be grateful for information concerning other activities offered at the Centre in addition to those mentioned in your advertisement.

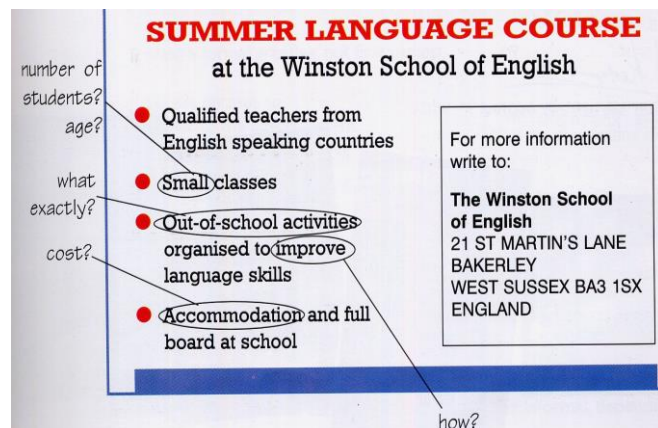
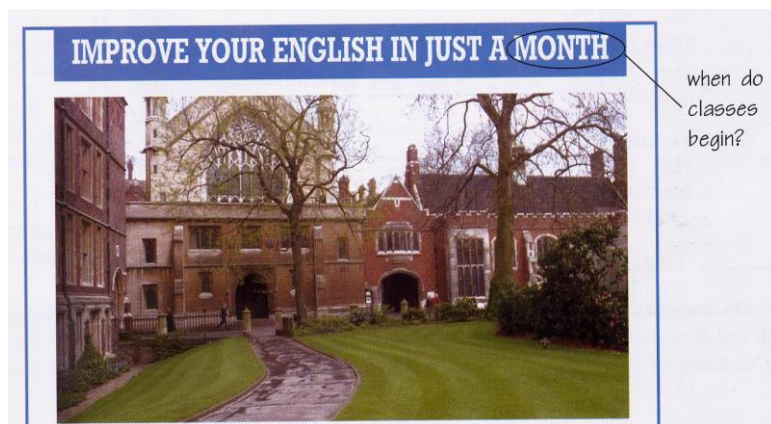
With regard to charges, bookings and so on, I would naturally like to know the total cost of a visit to the centre, and whether visitors are charged by the day, or according to the activities they choose. Finally, could you tell me whether it is advisable to book beforehand?

I look forward to hearing from you in due course, at the address above or by telephone on 0181-313-9480. Thank you in advance.

Yours faithfully,  
Michael Williams

Source: Successful Writing Intermediate. Teacher's book, page 75.

Letter asking for information (letter of request):



68 Mesolongiou St  
Glyfada 165 61  
Athens, Greece

16 March 1998

The Winston School of English  
21 St Martin's Lane  
Bakerley  
West Sussex BA3 1SX  
England

Dear Sir/Madam,

I am writing with regard to your advertisement published in Language Today Magazine. I am interested in attending a language course in England this summer and I would appreciate some further information about your school.

Firstly, in your advertisement you mention that the classes are small. I would like to know the number of students you normally have in a class and what their average age would be.

Furthermore, I would be grateful if you could inform me about the out-of-school activities that are organised for the students. I would also be interested in knowing how these activities help students improve their language skills.

Finally, I would like to know exactly when this course starts and how much accommodation costs, as these details were not mentioned in your advertisement.

I would be grateful if you would reply as soon as possible. I look forward to hearing from you.

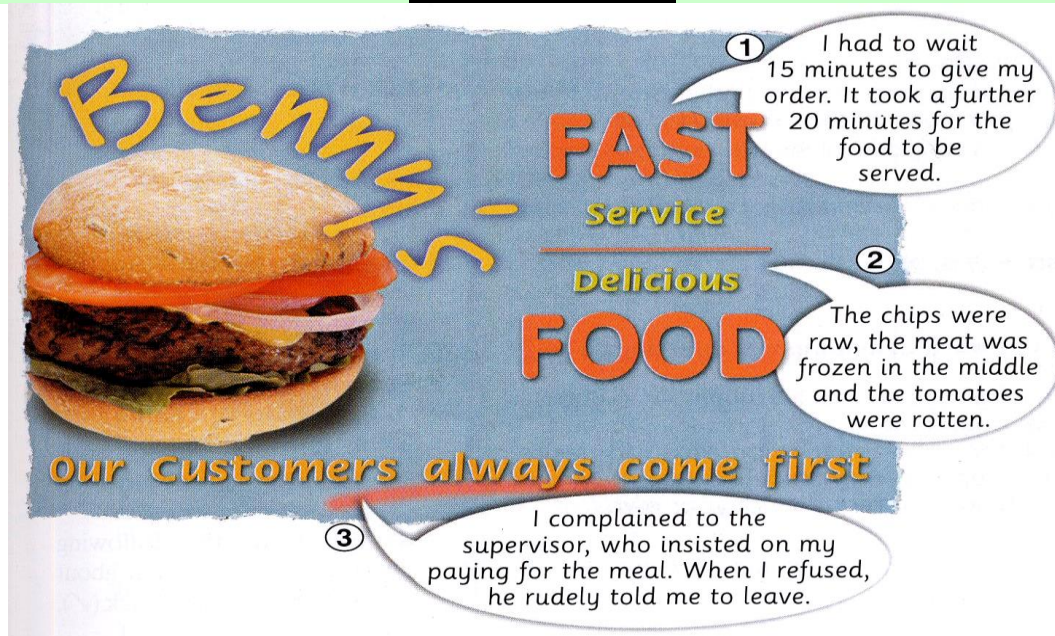
Yours faithfully,

Joanne Kostopoulos

Source: Listening, Speaking, Writing Plus Intermediate. Teacher's book, page 44.



Email of complaint:



Dear Sir/Madam,

I am writing to express my complete dissatisfaction with the meal I was served last night at the local branch of Benny's, and my anger at the behaviour of the supervisor when I complained.

Firstly, the service was extremely slow. Despite the restaurant's claim of fast service, I had to wait fifteen minutes to give my order, and a further twenty minutes for the food to be served.

Furthermore, the advertisement describes the food at Benny's as delicious. However, the chips were raw, the meat was still frozen in the middle and the tomatoes were rotten.

To make matters worse, even though the restaurant claims that their customers always come first, when I complained the supervisor insisted on my paying for the meal, and when I refused he rudely told me to leave.

As you can imagine, I am extremely upset. I feel I am entitled to a full refund, in addition to a written apology from the local manager. I look forward to receiving your prompt reply.

Yours faithfully,  
Maria Sanchez

Source: Successful Writing Intermediate. Teacher's book, page 16.

**Email of complaint:**

Dear Sir/Madam

I am writing to complain about two DVDs I bought recently from your company on the Internet and about how I was treated by a member of staff when I phoned to complain.

Firstly, I ordered them on 6th January and I was promised they would arrive in three days but they weren't sent to me for over two weeks. Then, when they arrived and I opened the box, I was shocked to see that one of them was broken, as they clearly hadn't been packaged properly.

Secondly, when I phoned to complain, I was very disappointed by the way in which I was treated. The member of staff who I spoke to was extremely rude and did not offer me any form of refund or replacement.

I would be grateful if you could send me a replacement DVD (Kill Bill 2) as soon as possible, or if this is not possible, I would like a full refund of my money. Thank you for your help with this matter.

Yours faithfully

*Diana Jones*

Use formal language. Don't use contractions (I would like... NOT: I'd like)

Source: Total English Upper-intermediate. Students' book, page 163.

**Email of complaint:**

Dear Sir/Madam,

I want to express my strong dissatisfaction with the service I received during a visit to your restaurant on December 12th.

Firstly, I had booked a table for my wife and myself for 8:30, but it was 9 o'clock before we were seated. Such a delay seems to me inexcusable.

Then, in spite of the fact that I had repeated our order to check that the waiter had heard me correctly, he proceeded to bring us the wrong starters. Such careless service should not be tolerated in a restaurant which charges such high prices.

To make matters worse, the chocolate gateau we were served for dessert was quite stale. The menu claimed, though, that all desserts were freshly prepared that day.

My wife and I will not be dining in your restaurant again; however, as manager, you would be wise to guard against such appalling treatment of your customers in future.

Yours faithfully,  
Larry Dunman

Source: Successful Writing Proficiency, page 74.