

# WRITING FOR B2

## *Lesson 5*

### Formal Emails



*Lessons Around the World*

# WE USE FORMAL EMAILS



1. to apply for a job/ scholarship/ studies.
2. to complain about something.
3. to make suggestions about something.
4. to request information.

You will be told what  
to include in your email.  
Don't worry!

## Format

### PARAGRAPHS

- Salutation / Greeting
- Three or Four Paragraphs
- Final Salutation
- Name and Surname

## Register

### FORMAL EMAILS

1. Formal Vocabulary and Expressions.
2. Formal Linkers.
3. NO Contractions (Aren't - Are not)
4. Formal Tone. Indirect questions and Requests.
5. Longer Sentences
6. Name + Surname

# Useful Expressions

## Opening

EMAILS OF APPLICATION

- I have seen your advertisement on ..... and I would like to apply for .....
- I would like to apply for one of the scholarships I saw advertised on your website.
- I am writing with regard to your advertisement about the search for a receptionist at the Ritz Hotel. I would like to apply for that position.

## Opening

EMAILS OF REQUEST

- I am a Marketing Assistant at PepsiCO and I have read your advertisement for a new marketing research software. I am interested in your offer and I would like to ask you a few questions about this product.
- I am a Science Teacher at Lincoln High School and I would like to organise a group visit to your museum. I would be very grateful if you could send me information regarding these activities.
- I am writing to request further information about....

## Opening

EMAILS OF COMPLAINT

- I am writing to complain about the terrible customer service I received from your Sales Department.
- I am writing with regard to your offer of a ring light on Amazon. I am absolutely dissatisfied with the product.

## Opening

- Thank you for your letter regarding ....
- In reply to your letter of May 8th, I am writing to answer your questions.



# Requesting action or information

- I would like to ask you if.....
- Could you please tell me where....?
- I would be grateful if you could send me.....
- I would be interested in having more details about group visits.
- I would like to know when....
- I would like some information about.....

# Gratitude

- I would like to thank you for...
- I would like to express my gratitude for...

# Complaining

- I would like to complain about.....
- I am completely dissatisfied with.....
- The product is not what I expected.
- I am not satisfied with the service.
- I would like to ask for a refund.
- I would be grateful if you could give me a full/partial refund.

# Closing

- I am looking forward to hearing from you.
- Thank you in advance for your answer.
- I hope that I get a positive answer.
- Should you require any further information, please do not hesitate to contact me.
- I would like to thank you in advance for this information.
- I am available for an interview if you consider it convenient.



# Opening & Final Salutation

- Dear Sir/Madam,
- Yours faithfully,

Si no conoces el nombre del destinatario,  
comienza tu email con  
"Dear Sir/Madam,"  
y utiliza  
"Yours Faithfully,"  
como saludo final.

- Dear Mr. Brown,
- Dear Ms. Kent,
- Yours sincerely,

Si conoces el nombre del destinatario,  
comienza tu email con  
"Dear Mr./Mrs./Ms. + Apellido,"  
y utiliza  
"Yours Sincerely,"  
como saludo final.

John Deal

Recuerda escribir nombre y apellido como  
firma.



# Practice

## Task #1

You have recently bought a mobile phone, but it is not working properly.

Write an email of complaint to the telephone company and explain:

When and where you bought the phone.

What is not functioning well.

That you would like a replacement or a refund.

Write your email in 140-190 words.

## Task #2

You see this advertisement in a newspaper and you would like to apply for the job. Write your email in 140-190 words.

### COMMUNITY MANAGER WANTED

Are you good at managing social networks? Do you like graphic design and surfing the Internet?

We are looking for a young creative to manage our Facebook, Instagram and Twitter accounts.

We are a Language School located in London.

Part Time - 4 hours a day.

Write an email to Harriet Thompson to apply for this position. Tell us why we should choose you!

htlanguage@hotmail.com

