

BUSINESS: Letter Writing I



The following phrases are often found in formal letters. Can you sort them into suitable categories?

(Die folgenden Sätze findet man oft in formellen Briefen. Kannst Du sie in die passenden Kategorien einordnen?)

- a) I am writing to enquire about / confirm / apologize for ...
- b) Yours sincerely, (if you know the person you are writing to by name)
- c) Yours faithfully, (if you do not know the name of the person you are writing to)
- d) We would be delighted / very happy to ...
- e) Best regards (if your contact is a close friend or acquaintance)
- f) I look forward to hearing from you soon / meeting you on ...
- g) Unfortunately ...
- h) Could you possibly ...?
- i) I am enclosing ...
- j) Dear Sir or Madam (if you don't know the name of your contact – never write "Dear Sirs, as this is old-fashioned – you could be writing to a woman!)
- k) Dear Mr, Ms (if you know who you are writing to – never write Miss or Mrs unless asked to do so!)
- l) I am afraid that ...
- m) We are very sorry to have to announce that ...
- n) Thank you for your letter / phone call of ...
- o) Please find enclosed ...
- p) With reference to ...
- q) If you have any further questions, please do not hesitate to contact us.
- r) Please contact us again if we can be of assistance in any way.
- s) Dear John (if your contact is a close friend or acquaintance)
- t) I would be grateful if you could ...
- u) I am writing in response to ...
- v) As you are a valued customer, we will of course try to accomodate your request.

Categories:

Starting your letter:

Reference:

Your reason for writing:

Making a request:

Agreeing to a request:

Giving bad news:

Enclosing documents:

Closing remarks:

Ending your letter:

SOLUTION

Starting your letter:

Dear Sir or Madam (if you don't know the name of your contact – never write “Dear Sirs, as this is old-fashioned – you could be writing to a woman!)

Dear Mr, Ms (if you know who you are writing to – never write Miss or Mrs unless asked to do so!)

Dear John (if your contact is a close friend or acquaintance)

Reference:

Thank you for your letter / phone call of ...

With reference to ...

Your reason for writing:

I am writing to enquire about / confirm / apologize for ...

I am writing in response to ...

Making a request:

Could you possibly ...?

I would be grateful if you could ...

Agreeing to a request:

We would be delighted / very happy to ...

As you are a valued customer, we will of course try to accomodate your request.

Giving bad news:

I am afraid that ...

Unfortunately ...

We are very sorry to have to announce that ...

Enclosing documents:

Please find enclosed ...

I am enclosing ...

Closing remarks:

If you have any further questions, please do not hesitate to contact us.

Please contact us again if we can be of assistance in any way.

I look forward to hearing from you soon / meeting you on ...

Ending your letter:

Yours sincerely, (if you know the person you are writing to by name)

Yours faithfully, (if you do not know the name of the person you are writing to)

Best regards (if your contact is a close friend or acquaintance)