

## Formal Letter

### Useful Language

#### Addressing & Opening

##### FORMAL GREETING:

DEAR MR/MRS/Ms [SURNAME],  
DEAR SIR OR MADAM, (IF UNKNOWN)

##### Opening:

I AM WRITING TO...

I AM WRITING WITH REGARD TO...

I AM WRITING IN RESPONSE TO...

#### Main Content

##### MAKING REQUESTS:

I WOULD BE GRATEFUL IF YOU COULD...  
I WOULD APPRECIATE IT IF...

##### GIVING INFORMATION:

I WOULD LIKE TO INFORM YOU THAT...  
PLEASE NOTE THAT...

##### COMPLAINING:

I AM WRITING TO COMPLAIN ABOUT...  
I AM DISAPPOINTED WITH...

#### Closing

##### CLOSING REMARKS:

I LOOK FORWARD TO HEARING FROM YOU.

THANK YOU FOR YOUR ATTENTION TO THIS MATTER.

##### SIGN OFF:

YOURS SINCERELY, (IF NAME KNOWN)  
YOURS FAITHFULLY, (IF NAME UNKNOWN)

### Criteria

**TONE:** FORMAL AND POLITE THROUGHOUT.

**STYLE:** CLEAR, RESPECTFUL AND PROFESSIONAL.  
USE COMPLETE SENTENCES.

**COHERENCE:** WELL-ORGANIZED WITH PROPER  
LETTER FORMAT AND LOGICAL FLOW.

**ACCURACY:** CORRECT GRAMMAR, SPELLING,  
AND FORMAL REGISTER ARE ESSENTIAL.

### Structure

#### Header & Greeting

- FORMAL GREETING
- STATE PURPOSE CLEARLY

#### Paragraphs 2,3,4

- ONE TOPIC PER PARAGRAPH
- CLEAR AND ORGANIZED POINTS
- PROVIDE RELEVANT DETAILS
- MAINTAIN FORMAL TONE

#### Ending

- POLITE CLOSING STATEMENT
- APPROPRIATE SIGN-OFF
- YOUR NAME AND SIGNATURE