



IELTS GENERAL

ESSENTIAL PHRASES FOR WRITING FORMAL LETTERS

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GREETING

Dear Sir or Madam

Dear Mr Smith

Dear Ms Black (use Mrs for married women, Miss for unmarried women, Ms if unsure)

Dear Jane (do not use the first name in formal writing)

OPENING STATEMENT

I am writing this letter

I am writing to enquire about the job vacancy advertised in The Times on February 21st.

I am writing this letter to apply for the position of senior marketer advertised in...

I am writing this letter to inform you that

I am writing this letter to confirm that

I am writing this letter to ask for further information regarding...

I write with/in reference to

I write in reference to the recent letter in The Guardian regarding road cleaning or, more precisely, the lack of it.

I write in reference to the job advertisement for the senior marketer position published on www.bestjobs.com.

With reference to your advertisement in The Times dated 20th February, 2020, I would like to request further information about...

I am writing to draw your attention to

I am writing to draw your attention to the incident that took place in your restaurant on 14 February, 2020.

REQUESTING INFORMATION

Could you please supply me with information about

Could you please provide more detailed information about

Could you please provide more detailed information about the vacancy advertised in...?

I would like to know if

I would like to know if this vacancy is still open.

MAKING A REQUEST

Could you possibly

Could you possibly reschedule my appointment from Tuesday, 3 March to any day after 15 March?

I would be most grateful if you could

I would appreciate it if you could

I would appreciate it if you could schedule the forthcoming repair work for the beginning of February.

MAKING A COMPLAINT

I am writing to complain about

I am writing to express my dissatisfaction with

I am writing to express my dissatisfaction with the product I purchased from your online store.

I was dissatisfied to find out

I find it most unsatisfactory that

I find it most unsatisfactory that one month after my initial request, my deposit has still not been refunded.

I would like to complain in the strongest terms about

I would like to complain in the strongest terms about the poor service that I have received from your company.

I regret to say I was not completely satisfied with

I regret to say I was not completely satisfied with the room you provided us.

I would like to receive a full refund/a partial refund/a discount/a compensation for the damages.

I will be left with no alternative but to (take legal action) unless the refund is received within the next seven days.

ACTION

Please give the matter your immediate attention.

I would appreciate your immediate attention to this matter.

I would appreciate it if you could look into this matter at your earliest convenience.

Please look into the matter at your earliest convenience.

As our request/issue is urgent, a quick answer would be appreciated.

I would be most grateful if you could reply as soon as possible so that this matter can be resolved to everyone's satisfaction.

ENDING

I look forward to your reply.

I look forward to hearing from you.

If you need any further information, please do not hesitate to contact me.

Should you require any further information, please let me know.

I will be pleased to supply any further information you require.

For purposes of quick contact, a reply by telephone would be appreciated.

I very much hope that you will be able to.....

SIGNING OFF

Yours faithfully (if you do not know the name of the recipient and opened the letter with 'Dear Sir or Madam')

Yours sincerely (if you know the name of the recipient and opened the letter with 'Dear Mr Jones' or 'Dear Ms Smith')

Yours faithfully,

Asiya Miart



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