

[http://rapidshare.com/files/49449074/Side\\_2.mp3](http://rapidshare.com/files/49449074/Side_2.mp3)(insight into ielts)

The IELTS General Training Writing Test Task 1 is, I feel, the part of GT test that people can prepare most for. Because the scope of the task is fairly limited, you can practise extremely similar tasks, which will greatly prepare you for the exam.

Practice is the magic word though. Even good English users need practice for the IELTS exam and it could mean all the difference between pass and fail. There is limited practice available and it's quite expensive. That's why we would recommend you download our practice material. You will get more practice for less money. Go to the Home Page to find more information about our Practice Tests and other Practice Tests available.

## **The IELTS General Training Task 1 Writing Test**

The IELTS General Training Writing Test lasts for 1 hour and includes 2 tasks. Task 1 is a letter and you must write at least 150 words. You should spend about 20 minutes out of the hour for task 1. Task 2 is an essay and you must write at least 250 words. You should spend about 40 minutes for Task 2.

### **The Task for the IELTS General Training Task 1 Writing**

The IELTS General Training Writing Task 1 asks you to write a letter of a minimum of 150 words in response to some situation or problem. The task will probably ask you to complain about something, to request information, ask for help, to make arrangements and/or explain a situation. All these are fairly similar tasks.

### **Marking for the IELTS General Training Task 1 Writing**

Your task will be marked in three areas. You will get a mark from 1 to 9 on Task Fulfilment, Coherence & Cohesion and Vocabulary and Sentence Structure. Your final band for Task 1 will be effectively an average of the three marks awarded in these areas. Task 1 writing is less important than Task 2 and to calculate the final writing mark, more weight is assigned to the Task 2 mark than to Task 1's mark. To get a good overall mark though, both tasks have to be well answered so don't hold back on Task 1 or give yourself too little time to answer it properly.

**Task Fulfilment** This where you can really make a difference through careful preparation. This mark grades you on basically have you answered the question?

Cohesion and Coherence These two are interrelated which is why they are done together. Cohesion is how your writing fits together. Does your writing with its ideas and content flow logically? Coherence is how you are making yourself understood and whether the reader of your writing understands what you are saying. An example of bad coherence and cohesion would be as follows:

1 We went to the beach because it was raining.

Probably the writer of this sentence does not mean "because" as people don't usually go to the beach when it is raining. The writer should have written:

2 We went to the beach although it was raining.

Sentence 1 has made a cohesion and coherence error (as well as a vocabulary one). "Because" does not join the ideas of the sentence together correctly and, as a result, the reader does not understand what the writer wants to say. This is an exaggerated example but it shows what I mean.

Vocabulary and Sentence Structure This area looks at the your grammar and choice of words. The marker will look whether the right grammar and words are used and whether they are used at the right time in the right place and in the right way. Most people are predominantly worried about their grammar but, as you can see, grammar is only half of one section of three used to grade your writing. IELTS is much more interested in communication rather than grammatical accuracy.

## **Paragraphing for the IELTS General Training Task 1 Writing**

This is a very easy thing to do but it can have an enormous effect on the clarity of your writing. Very often people use no paragraphing and the examiner is faced with a "sea" of writing with no breaks from start to finish. For me, the best writings are those where there are paragraphs separated by an empty line and also indented. In this way your ideas are separated clearly. It shows and gives organization to your writing and makes it more readable.

For a longer section on paragraphing and how useful it can be, see GT Writing Task 2 Tutorial.

Areas to Prepare

As I said earlier, Task 1 is the best for preparation. Below are some areas for you to consider:

### **1 Answering the question.**

As I said above, task fulfilment (answering the question) is one third of your total mark and it is an area in which everyone should do well. This is often, however, not the case. What you must do is to write a letter, which would fully answer the needs of the problem in a real life situation. Even if you have covered all that the question itself asks, have you included everything in the letter needed to realistically perform its function. For example, a question I have seen somewhere gives the candidate the following task:

**You have some library books that you are unable to return as a member of your family in another city has fallen sick and you have had to go and look after them.**

Write a letter to the library explaining the situation. Apologize for the inconvenience called and say what you are going to do.

You should write at least 150 words.

This seems a fairly typical IELTS General Training Task 1 writing question. Answering the question in a way that will get you a good Task Fulfilment grade needs a number of things for you to do.

### **1) Write at least 150 words.**

Writing less does not answer the question, which tells you to write at least 150 words. If you write less than 150 words, the examiner marking your paper will give you a maximum of 5 for Task Fulfilment or even less.

### **2) Fully do all the things that the question asks you.**

In this case it asks you to do 3 main things:

1. explain the situation
2. apologize for the inconvenience
3. say what you are going to do

The important part is to fully do these things. Don't take 1 line to explain about your relative - people who do this often don't make the 150 word limit. Enlarge on what the question tells you. Use your imagination. It must be something fairly serious to make you leave town and you must be the only one possible to look after the relative so go into these things. Be realistic as well.

You're writing to a library and you won't make it too personal. Apologizing won't take up much space but you can still devote a couple of sentences to it. Saying what you are going to do should be a full explanation as well.

### **3) Make your letter realistic so it would function in a real life situation.**

This involves adding other things to the letter, which it may not ask you for, but without which your letter would not perform its function. For this question, it would mean introducing yourself by name, giving your library card membership number, telling the library the titles of the books that you have borrowed, the names of their authors, their library reference numbers, when you borrowed them and when they were due back.

Finally, in this question, the situation might involve you getting a fine for the late books so you could ask politely for that to be cancelled due to the circumstances. Without this information, the letter wouldn't help the library much in real life and, even though the question doesn't ask you specifically to include it, the examiner reading your work will be looking for such things. These are things that are needed to get a 9 for task fulfilment and, theoretically, anyone, whatever their level of English, should be able to get a good mark here.

## **2 The Opening Greeting of the Letter**

Your letter will probably need to be a reasonably informal letter to a friend or a semi-formal letter. The opening of your letter should reflect which one you are writing. A friendly letter will open with Dear followed by a name which should then be followed by a comma, eg:

Dear John,

A semi-formal letter will also open with Dear and then be followed by a name, (if you decide that in the situation you would know the name) or by Sir (if it's a man), Madam (if it's a woman) or Sir/Madam if you don't know, eg:

Dear Mr. Phillips,

Dear Mrs. Phillips,

Dear Sir,

Dear Madam,

Dear Sir/Madam,

The question also might specify how you are to begin so follow what it says.

## **3 The Opening Paragraph of the Letter**

In a semi-formal letter, I feel it is important to state the reason for the letter straight away. You could use the following to help you:

I am writing to ask/ tell//inform you that...

I am writing to ask/inquire...

I am writing with regard to...

I am writing with reference to...

I am writing in connection with...

I am writing in response to...

In reply to your letter, I am writing to... (if the question indicates that you have had a letter)

If the letter is a less formal one to a friend then you should open the letter in a friendlier way. EG:

Dear John,

Hi there! It's been so long since I've heard from you. I hope you are doing well and I hope all you family are doing fine. I'm pretty good in spite of working hard. Anyway, the reason I'm writing is...

## 4 The Substance of the Letter

I've already gone into detail about answering the question fully and using your imagination to produce a realistic letter fulfilling all functions so I won't repeat that. Through great experience with IELTS, I can say that questions tend to ask you to do certain things. Here I will give you some ideas about some language to use in the substance of the letter which will help you to answer the task well.

### Asking for Help

I would like you to...

I would be grateful if you could...

I need to ask your advice about...

I'd like to ask for information about...

What I'm looking for is...

### Complaining

I'm writing to express my dissatisfaction/annoyance/ about...

I'm writing to express my anger at...

I am not happy about...

... is not what I expected/was expecting.

I want to know what you are going to do about this situation.

NB When complaining, don't get too angry. I've had students who really became too heated in their complaints. In a polite semi-formal letter, this should not happen. Also, do not over-exaggerate. If it's a reasonably small and understandable problem, do say that you're not satisfied but show that you understand and stay calm in your expressions.

### Thanking

I'm very grateful for...

I'd like to thank you very much for...

I very much appreciated...

### Apologizing

I'm very sorry that/about...

Please forgive me for...

I'd like to apologize about...

Please accept my apologies

## 5 Ending your Letter

First of all, in English we often end letters before the sign off with certain phrases. These can be included in most letters and will make your letter seem realistic and polished. For a formal letter, you could use:

*If you require any further information, please do not hesitate to contact me. Thanking you in advance for your help, I look forward to hearing from you soon.*

For a more informal letter you could use:

*If you need to know anything else, just get in touch with me as soon as you can. Thanks a lot for your help and I hope to hear from you soon.*

Be careful though! IELTS examiners quite rightly look for writing that has been memorised and just repeated so, if you use expressions like the ones above, make sure that they fit in with the rest of your letter.

Finally you'll need to sign off your letter. For a formal letter use:

Yours faithfully, OR  
Yours sincerely,

Remember the commas (it makes a good impression on the examiner if you use good punctuation) and spell "sincerely" correctly (a lot of people don't!).  
For an informal letter, love is not always appropriate though English speakers use it a lot. Better would be to use:

Regards,  
Yours,  
Best wishes,

## Other Hints for the IELTS General Training Task 1 Writing

DON'T copy any part of the question in your answer. This is not your own work and therefore will be disregarded by the examiner and deducted from the word count. You can use individual words but be careful of using "chunks" of the question text.

Don't repeat yourself or the same ideas. This gives a bad impression and the examiner realises that it isn't adding to the content of your letter.

If you are weak at English grammar, try to use short sentences. This allows you to control the grammar and the meaning of your writing much more easily and contributes to a better cohesion and coherence mark. It's much easier to make things clear in a foreign language if you keep your sentences short!

Think about the tenses of your verbs. If you're writing about something that happened in the past, your verbs will need to be in the past tenses. If you're arranging something in the future, you will need to use the future tenses. If it's a habitual action, you'll need the present simple tense and so on. If you have time, a quick check of your verbs at the end of the exam can help you find errors.

As I just said, if you have finished the exam with time to spare, DON'T just sit there!! Check what you have done. If you have time after the check, check again. And so on....

Don't be irrelevant. Although you can use your imagination to expand on your answer, if any part of your letter is totally unrelated to the question and put in to just put up the word count, then the examiner will not take it into account and deduct it from the word count.

If you want to improve, there's no secret. Practice. Practice. Practice. You won't get better sitting and doing nothing. Even good English users need practice for the IELTS exam. It could make all the difference between your getting the band that you need, and getting half a band less than you need and having to wait 3 months to do the exam again.

Finally, there are no correct answers or methods. Here I've given you some ideas to guide you and hopefully to help you but the questions can be answered well in different ways. Good luck!

## Writing an Informal Letter

Getting students to understand the differences between formal and informal letters is an important step towards helping them master differences in register required for writing in English. These exercises focus on helping them improve their understanding of the type of language that is used in an informal letter.

**Aim:** Understanding proper style for and writing of informal letters

**Activity:** Understanding the difference between formal and informal letters, vocabulary practice, writing practice

**Level:** Upper intermediate

**Outline:**

- Ask students which situations call for a formal letter and which situations call for an informal letter.
- Have students brainstorm on the differences between formal and informal letters written in their native language.

- Once you have discussed the various differences between the two styles, introduce the topic of differences in English letter writing by giving them the worksheet asking students to decide on the differences between formal and informal phrases used in letter writing.
- Correct exercise as a class discussing any questions that may occur.
- Ask the students to do the second exercise which focuses on appropriate formulas for writing informal letters.
- Discuss the differences in layout and language between informal and informal letters. (indentation, the use of contracted verb forms, the use of phrasal verbs and idiomatic language, etc.)
- Have students write an informal letter choosing one of the suggested topics.

### Informal Letters

**Which phrase or type of language would you find in a formal letter? Which phrase or type of language would you find in an informal letter? Put the letter 'F' next to those phrases or language types that are used in formal letters and 'I' next to those used in informal letters.**

- |  |  |
|--|--|
| • I am sorry to inform you that...                                   | • Dear Tom,                                  |
| • phrasal verbs  | • Dear Ms Smithers,                          |
| • I am very grateful for...  | • Best wishes,                               |
| • Why don't we...  | • Yours faithfully,                          |
| • I will not be able to attend the...                                | • I'm really sorry I...                      |
| • idioms and slang   | • Unfortunately, we will have to postpone... |
| • contracted verb forms like <i>we've</i> , <i>I'm</i> , <i>etc.</i> | • We had a little bit of luck...             |
| • Give my regards to...  | • Our computers are used for a variety...    |
| • I look forward to hearing from you...                              | • I use my pencil sharper for...             |
| • Let me know as soon as...  | • polite phrases                             |
| • short sentences  | • fewer passive verb forms                   |

**Look at the phrases 1-11 and match them with a purpose A-K**

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| 1. That reminds me,...            | A. to finish the letter            |
| 2. Why don't we...                | B. to apologize                    |
| 3. I'd better get going...        | C. to thank the person for writing |
| 4. Thanks for your letter...      | D. to begin the letter             |
| 5. Please let me know...          | E. to change the subject           |
| 6. I'm really sorry...            | F. to ask a favor                  |
| 7. Love,                          | G. before signing the letter       |
| 8. Could you do something for me? | H. to suggest or invite            |
| 9. Write soon...                  | I. to ask for a reply              |



10. Did you know that..

J. to ask for a response

11. I'm happy to hear that...

K. to share some information

**Choose one of the three subjects and write a letter to a friend or family member**

1. Write a letter to a friend you haven't seen or spoken to in a long time. Tell him / her about what you have been doing and ask them how they are and what they have been up to recently.
2. Write a letter to a cousin and invite them to your wedding. Give them some details about your future husband / wife.
3. Write a letter to a friend you know has been having some problems. Ask him / her how she / he is doing and if you can help.

*You recently took a part-time job working for a local company. After a few weeks you realised there were some problems with the job.*

*Write a letter to the manager of the company. In your letter*

*- explain why you took the job*

*- describe the problems that you experienced*

*- suggest what could be done about them.*

*This task was taken from the book Insight into IELTS Extra, with Answers: The Cambridge IELTS Course Workbook (Cambridge Books for Cambridge Exams) by Vanessa Jakeman, Clare McDowell*

Dear Mr. Thompson,

I am a part-time call-centre operator at your company, started working about 4 weeks ago. I am writing to indicate the problem I encountered during my work.

Actually, I decided to take the position of a telesales specialist because I consider myself able to develop a career in sales due to my skill of establishing good contact with people and make them trust me. However, I realised there are some obstacles on a way to success.


The problems started 3 weeks ago then the system administrator updated my software. At the time of a call I was querying a customer for his personal data then suddenly my computer reloaded and this person's profile was lost. This situation repeated in the future for several times. I asked the system administrator to solve this problem, but he told me this is solely my fault and my computer skills are below required to use this program.

I am assured the complete situation makes company profits lower. I believe that software managing specialist could fix the problem if the initiative would be taken by a senior manager of your rank.

Sincerely yours,  
Anna Frank

**192 words**

**Expected IELTS Band - 7**

Posted by Macy at [9:13 AM](#) [1 comments](#) 

Labels: [IELTS letter \(General Training Task 1\)](#)

## Monday, June 23, 2008

### [IELTS letter: Damaged suitcase](#)

*You travelled by long distance bus recently and your suitcase was damaged.*

*Write a letter to the bus company. In your letter*

*- inform the bus company of when and to where you travelled*

*- describe your suitcase and what happened to it*

*- explain why the company should pay for a new suitcase*

*This task was taken from the book IELTS on Track: Test Practice General Training.*

Dear Sir or Madam,

I am writing to require a compensation for the property damage, taken place at the time of the travelling by the bus of your company.

I travelled from Washington, D.C. to Boston by the bus #301 on February 21, 2007. Before the trip I passed my luggage to the driver, who helped me to place my suitcase in the luggage compartment of the bus. After arrival the driver opened this back compartment and the first thing I saw was that my new and brand-name suitcase was smashed under the pressure of the weight of the other's luggage.


My suitcase was quite firm and very beautiful in its red colour and modern design. However it obviously hasn't been designed to resist such a weight on it. I am very depressed because I can not use anymore my broken suitcase, its handle was bended and two wheels out of 4 were detached.

Since damage stated above was caused by the careless actions of your employee, I would like to require a compensation of \$200, which was the original price of my suitcase. Please, deliver a cheque to the address, written above.

Faithfully yours,  
Anna Frank

**197 words**

**Expected IELTS Band - 6.5-7**

Posted by Macy at [8:46 PM](#) [0 comments](#)   
Labels: [IELTS letter \(General Training Task 1\)](#)

## Sunday, June 15, 2008

### [IELTS Letter: Bad service at a shop](#)

*You recently had your computer fixed at the local computer store however you are not pleased with the service you received.*

*Write a letter to the store manager. In the letter*

- describe the situation*
- explain why you are dissatisfied*
- say what you want the manager to do*

*Write at least 150 words.*

*You do NOT need to write your own address.*

*Begin your letter as follows:*

*Dear Sir or Madam,*

*This task was taken from the [Scott's English Success web-site](#).*

Dear Sir or Madam,

I am writing to express my dissatisfaction with the service I received at your establishment.


Actually, the computer I have bought at your store on the late January was quite good, however after just half a year things got wrong. Some programs were getting frozen frequently. When I took my computer to your specialist and tried to explain the problem to the technician Michaels, he refused to take my computer into service because the problem did not appear that time. I was trying to convince him to spend more time to identify the reason it is getting stuck, but he was rude and impatient explaining this is the end of his shift. On the next day another technician listened to me carefully and fixed my computer in 10 minutes.

I suppose your employee Michaels is not suitable for his position because of his unprofessionalism. I suggest you to employ someone more skilled and with better personality in order not to cause your customers to lose their time like me.

Faithfully yours,  
Anna Frank

**177 words**

**Expected IELTS Band - 6-6.5**

Posted by Macy at [4:40 AM](#) [1 comments](#)   
Labels: [IELTS letter \(General Training Task 1\)](#)

**Saturday, June 14, 2008**

**[IELTS Letter: Homestay in a New Zealand family](#)**

*You are going to visit New Zealand for an 'English and Homestay' program. You have just received details of your homestay host family.*

*Write your first letter to the family. In your letter*

*- introduce yourself*

*- ask the family some questions to get information that is important to you*

*- tell the family about your arrival date and time.*

*This task was taken from the book IELTS on Track: Test Practice General Training.*

Dear Mr Jones,

I have just received details of my future homestay at your family and writing to introduce myself and ask for some further information.

My name is Anna Frank, I am 21 and live with my family in Lyon, France, which is my hometown. My native language is French and I am looking forward to improving my English during the trip to New Zealand.

I would be grateful if you could provide more information about your family and its lifestyle. To begin with, I would like to ask you about your usual diet. It is very important to me since I am a vegetarian. Secondly, I would like to learn more about your family's day routines, like games you used to play together, in order to get familiar with these activities while I am here. This could help me to participate in all your routines like a relative.


I am very eager to meet you in person! By the way, I have already bought the plane ticket and would be happy if you could meet me at the airport because this will be my first time abroad. I will arrive on September 13, at 10 am, Wellington time.

I am looking forward to hearing from you soon.

Sincerely yours,  
Anna Frank.

**213 words**

**Expected IELTS Band - 7**

Posted by Macy at [5:10 AM](#) [1 comments](#) 

Labels: [IELTS letter \(General Training Task 1\)](#)

**Friday, June 6, 2008**

## IELTS Letter: Unable to attend a course

*You are employed full-time and also doing a part time evening course. You are not able to continue the course.*

*Write a letter to the course lecturer. In the letter*

*- explain why you cannot continue the course*

*- describe the situation*

*- say what you will be doing*

*Write at least 150 words.*

*You do NOT need to write your own address.*

*Begin your letter as follows:*

*Dear .....,*

*This task was taken from the [Scott's English Success web-site](#).*

Dear Dr. Jones,

I am writing to inform you that I no longer have a possibility to attend your evening lectures on treating emergencies.

As I told you earlier, I received a position of a nurse at the Thompson Hospital. My shift ends at 5 pm and since I have got a lot of overtime job recently, I found myself unable to be on time at your lectures, which start at 5.30 pm. This disappoints me a lot since I value and respect your course and your experience.

I would be grateful if you could consider letting me to study your course myself. Because of my job is closely related to the accidents treatment, I feel able to learn every point of the course in practice. In addition, I have already read almost every book you recommended as the supplementary reading for your lectures.


I hope to get your approval on this matter soon. I am looking forward to receiving your response.

Sincerely yours,

Anna Frank

**166 words**

**Expected IELTS Band - 6-6.5**

Posted by Macy at [8:31 PM](#) [0 comments](#) 

Labels: [IELTS letter \(General Training Task 1\)](#)

## IELTS Letter: Local club membership cancellation

*For the past year you have been a member of a local club. Now you want to discontinue your membership.*

*Write a letter to the club secretary. In your letter*

- state what type of membership you have and how you have paid for this;
- give details of how you have benefited from the club;
- explain why you want to leave.

*This task was taken from the book Insight into IELTS Extra, with Answers: The Cambridge IELTS Course Workbook (Cambridge Books for Cambridge Exams) by Vanessa Jakeman, Clare McDowell*

Dear Mr. Jones,

I regret to inform you that I have to discontinue my membership at your Golden Hook Fishing Club.

I joined the Club 1 year ago and the benefits from the participation exceeded the fee. Round tables and lectures of famous fishermen were absolutely brilliant. Moreover, discounts on the equipment in sports gear shops helped me to save money. The last but not the least, your monthly illustrated magazine was a precious treat to me.


Unfortunately I have to move to another country because my father, living in France, is in a desperate health condition. I must acknowledge that continuing the membership in your Club is no longer an option to me.

I have paid the last year fee by my credit card and its details are in your database. Because of stated above I would like to ask you not to charge me for the following year. I hope that in the future I will have an opportunity to recommence having advantages of participation in your Club.

Sincerely yours,  
Anna Frank

**174 words**

**Expected IELTS Band - 7**

Posted by Macy at [6:31 PM](#) [1 comments](#) 

Labels: [IELTS letter \(General Training Task 1\)](#)

**Tuesday, March 4, 2008**

**[IELTS letter: Apologizing for the noise](#)**

*Your neighbours have recently written to you to complain about the noise from your houseflat.*

*Write a letter to your neighbours. In your letter explain the reasons for the noise apologise describe what action you will take*

Dear Mr Jones,

I am writing in response to your letter, complaining about the sounds my musical instrument is producing. I feel that I have to explain myself and humbly ask for your forgiveness.

Actually, I am a student of the North Carolina Arts College and as a part of my end of term exams I have to perform 4 plays by flute. Therefore I have to rehearse every day because I am eager to make a good impression to my teachers. To achieve my goal I am supposed to play about 3 hours a day.

I must apologize for playing in inappropriate hours. It was all my fault since I did not bother reading the rules of our house owner, prohibiting playing musical instruments.

I have consulted with my class teacher and he suggested me to use one of the rooms of the college to rehearse for a small fee. I assure you by no means will be disturbed again with the noise from my apartment.

I beg for your understanding and forgiveness. Please, accept this box of chocolate as a token of my appreciation for not giving this problem a legal action.


Yours sincerely,

Anna Frank

*This letter has been checked and graded by the real IELTS teacher. See below the teacher's comments:*

*This is a great letter. It is written according to all the guidelines and will probably get Band 7 at least. Pay more attention to grammar though.*

*For the whole list of teacher's comments [click here](#).*

Posted by Macy at [5:18 PM](#) [5 comments](#) 

Labels: [IELTS letter \(General Training Task 1\)](#)

## Saturday, January 19, 2008

### [IELTS letter: Bad meal in a restaurant](#)

*You took your family to a near-by restaurant. You were disappointed with the meal and wish to complain to the manager.*

*Write a letter to the manager of the restaurant. In the letter*

*- explain why you were at the restaurant*

*- describe the problems*

*- write about the action you want the manager to take*

*Write at least 150 words.*

*You do NOT need to write your own address.*

*Begin your letter as follows:*

*Dear Sir or Madam,*

Dear Sir or Madam,

On July 15th my family and I visited your establishment to have a traditional celebration of my sister's birthday. Since she lives in France we annually go to this restaurant, because we always considered it as the most classy French cuisine place. Having the onion soup there is also our family tradition because my sister loved it very much before her moving to France. I suppose, you can imagine our disappointment when we found the onion soup absolutely inedible last time. Firstly, it was cold. Secondly, it seemed your chef did not stir it well while cooking, so there were some clogs of flour. The last but not the least, its taste made us to suggest that the cook used artificial instant soup base. We asked our waitress about the reasons soup is so awful and she told the cook of current shift has changed and this is the vision of the soup of the new one.

It is highly unlikely this new chef with his vision is suitable for such famous restaurant as yours. I recommend changing or sending him to training in order your customers could further enjoy genuine French cuisine.

Faithfully yours,

Anna Frank

## **Common Phrases for Business Letters**

### **Request for information**

I am writing to inquire about . . .

I am writing in reference to . . .

I read/heard . . . and would like to know . . .

Could you please send me . . .

at the address below/above

Thank you for your assistance.

I look forward to hearing from you.

### **Response to request**

Thank you for your interest/inquiry

Enclosed is the information you requested.

You can learn more about this at . . .

If you have further questions,

If you require assistance, please contact:



If I can be of more help, please feel free to contact me at . . .

**Sample Sentences: Requests**

Could you please send me your most recent brochure?  
Could you fax me the results of the market survey?

I would like to order ten copies of the book, *Touchy Situations*.  
I would be very grateful if you could send me this information.

Please return the enclosed envelope with your payment.

**Sample Sentences: Goodwill**

Thank you for your hospitality.  
I enjoyed having lunch with you last week while I was in New York.

Congratulations on your promotion to General Manager.  
I want(ed) to congratulate you on your new position.

I was happy to hear that contract negotiations went well.

**Sample Sentences: Introduction of Product/Service.**

I am writing to tell you about . . .  
(Our new product) is coming out next month.  
This product/service is designed to (help you) . . .

**Sample Sentences: Reference**

I am writing in regard to . . .  
I am writing in reference to . . .

Please refer to the enclosed invoice/brochure.  
I hope you have had a chance to look over the materials we sent.

**Sample Sentences: Confirmation**

I am writing to confirm . . .  
I would like to confirm what we discussed last Friday.  
I would just like to confirm the main points we discussed . . .

**Sample Sentences: Notification**

I am writing to let you know that . . .  
Please be aware/informed that . . .  
I would like to inform you of a recent policy change. I am happy to inform you that . . .  
Your request for funding has been approved.

**Sample Sentences: Offering Assistance**

We would be happy to . . .  
If we can be of assistance, please don't hesitate to ask.

**Sample Sentences: Collection**

According to our records . . .  
Our records show that . . .  
Your monthly installment is past due.  
Please send payment as soon as possible.