

A Formal Letter

Formal letters have a specific format which dictates where certain things are written on the page. We usually write formal letters when we want to make a complaint, apply for a job or request information. Look at the topic. Then study the plan and read the model.

TOPIC Write a letter to an airline complaining about the way you were treated on one of its flights.

PLAN

Opening

Details

Address of person writing the letter

Date

Name and address of person or business being written to

Greeting

MODEL

12, Stranraer Road,
Larne,
N. Ireland
23rd July, 2002

The Manager,
Customer Services,
Blue Skies Airways,
72, Albert Street,
London E1 32Q

Dear Sir,

Introduction
Clearly states why the writer is writing the letter.

Paragraph 1

Complain about service

I am writing in connection with your flight BS532 from Belfast to Zurich on 21st July. During that flight, I was appalled by the treatment I received at the hands of your staff.

Body
Gives further details.

Paragraph 2

Delay - no help from staff - bad-tempered aircrew - cold meal - rude flight attendant - spilled juice over jacket

First of all, there was a two-hour delay in the departure of the flight. During this time, no representative was available to answer our questions and, furthermore, we were not offered refreshments of any kind. When we finally boarded the plane, the aircrew seemed to be very angry and bad-tempered from the very start. Our meals were practically thrown at us, and when I complained that my meal was cold, the flight attendant told me very rudely that there was nothing he could do about it. Then, just as he was passing, he spilled a jug of orange juice over me. As a result, my jacket was completely ruined.

Conclusion

Paragraph 3

Demand compensation for jacket - warn about staff's customer relations

Obviously, I expect you to compensate me for the cost of the jacket which your staff ruined. You will find enclosed the receipt for the jacket which I had to buy in Zurich to replace it. Moreover, if you expect passengers to fly with your airline more than once, you should offer your staff some courses in customer service. I, for one, will certainly think twice before flying Blue Skies Airways again.

Closing

Paragraph 4

Signature with full name written under it

Yours faithfully,
Angus Corrigan
Angus Corrigan

Useful Language

I am writing in connection with ...
I am writing to complain about ...
I find it unacceptable that ...
I read your advertisement for ...
I would like to apply for the job / position of ...
My qualifications include ...
I would be happy to attend an interview ...

I would be grateful for information about ...
I would appreciate information on ...
I wish to find out more about ...
Could you tell me if ...
Thank you for your assistance.
I look forward to hearing from you.
I look forward to receiving a reply.