

# Formal Letters

## Key Features

Do your formal letters include...	
the sender's address?	
the address of the recipient?	
the date?	
a greeting?	
formal introduction sentence starters?	
an introduction to explain why you're writing?	
more detail organised into paragraphs?	
a conclusion saying what needs to happen next?	
a formal signoff?	
your name at the end?	
formal vocabulary and sentence structure?	
words from the year 5/year 6 spelling list?	
linking words and phrases, including adverbials?	
prepositional phrases and relative clauses to add clarity?	

## Word Bank

advise	agree	answer	appreciate	await	believe
compliment	delighted	disappointed	discuss	experience	explain
express	forward	grateful	hope	inform	invite
mention	notify	offer	opinion	persuade	recommend
regret	reply	respond	suggest	trust	wish

### Formal Greetings

'Dear Sir/Madam,' if you don't know the recipient  
 'Dear Mr/Mrs/Miss (surname),' if you do know the recipient  
 'To whom it may concern,'

### Formal Signoffs

'Yours faithfully,' if you don't know the recipient  
 'Yours sincerely,' if you do know the recipient

### Prepositional Phrases

...thick smoke coming **from** the...  
 ...a strange noise **under** the ...  
 ...the toy is now sitting **in**...  
 ...I would like to discuss this **with** you...  
 ...this will bring more traffic **into**...  
 ...a stain **on** the material...  
 ...has spread all **over** the garden...  
 ...**across** the theatre...  
 ...**throughout** the entire contents...

### Adverbials

consequently...  
 regardless...  
 however...  
 furthermore...  
 additionally...  
 elsewhere...  
 eagerly...  
 repeatedly...  
 previously...

### Formal Introduction Starters

I am writing to inform you... I am writing to complain about...  
 I would like to express... I am writing to explain...  
 I am writing to compliment you on... I am writing to tell you...

### Relative Clauses

...who is a teacher himself...  
 ...which refuses to open...  
 ...when I purchased this product...  
 ...whose opinion I respect...  
 ...where I feel you can improve...

## Formal Letters

the sender's address

the address of the recipient

the date

the greeting

formal introduction starter

Introduction

conclusion

a formal signoff

prepositional phrases

year 5/year 6 words

adverbials

relative clauses

16 Brookfield Avenue  
St Paul's Well  
Buckinghamshire  
HP14 14A

General Manager  
Ulysseus Used Car Sales  
56 Grant Avenue  
Cambridge  
Cambridgeshire  
CB1 4FG

22<sup>nd</sup> July 2021

Dear Sir/Madam,

I am writing to compliment you on your excellent staff members: Lewis French and Matt Russell. My family and I recently came to your dealership to purchase a new car since our current one is coming to the end of its financial contract. As Lewis had sold us our last lovely car, we decided to request him personally. We were not disappointed with him at all.

Throughout our time with him, Lewis listened carefully to our requests and then proceeded to offer us a selection of available cars from your dealership that fit our detailed criteria. My husband, who is a salesman himself, was impressed with Lewis' knowledge of each car that he suggested and how he was able to describe the relevant pros and cons of all in a quick and professional fashion. He sincerely had our best interests in mind.

After we had selected our newest family car, Lewis handed us over to his colleague, Matt Russell, who works in your finance department. Eagerly, Matt worked with us to create the perfect finance contract within our household budget. It was an absolute bargain. Furthermore, he also mentioned your warranty and roadside assistance programmes (both of which we have now enrolled in). Finally, he informed us of our rights and obligations, ensuring that we thoroughly understood.

Previously, when we purchased our last car from Lewis, both my husband and I were impressed. After today, however, we feel that there is truly no one else we would like to purchase our cars from in the future. You have found customers for life thanks to Lewis and Matt. I will definitely be recommending you to friends and family who wish to purchase a new car. Thank you and keep up the good work.

Yours faithfully,  
Mrs Jackie Alden