



How to write a letter?

Z pomocą Angloville dowiesz się jak napisać formalny i nieformalny list w języku angielskim!
Good luck!



How to write a formal letter?

Formal letters are letters to people who we don't know on a personal level. That is why it should be written in a formal way. What does it mean? When writing such a letter we can't use colloquial expressions (e.g.: cool or gonna etc.) and contractions (e.g.: can't, shouldn't, etc.).

What is more, we have to write it in an official style and particular pattern. A formal letter consists of three main parts: salutation, body of 2-3 paragraphs, closing and signature.

Furthermore, try to write as simply and as clearly as possible, and not to make the letter longer than necessary.

There are 4 types of formal letters:

- *letter of enquiry* (list z prośbą o informację),
- *opinion letter* (list wyrażający opinię),
- *letter of complaint* (list reklamacyjny),
- *letter of application* (list, który jest jednocześnie podaniem o pracę).

Now let's go through the most useful phrases you may need while writing any of the above ☒:

Zwroty przydatne podczas pisania listu formalnego:

Salutation: Wstęp :

Dear Mr Nowak – Szanowny Panie Nowaku (jeśli znamy tożsamość osoby do której piszemy)

Dear Sir / Madam – Szanowny Panie/Pani (jeśli nie znamy tożsamości osoby do której piszemy)

Letter of complain: Reklamacja:

I am writing to express my dissatisfaction with ... / complaint about ... – Piszę aby wyrazić swoje niezadowolenie z powodu ... / poskarżyć się na ...

I bought it in your shop / on your site – Kupiłem to w waszym sklepie / na waszej stronie internetowej

It suddenly stopped working. – To nagle przestało działać.

The keyboard / instruction / earphones was/were missing. – Brakowało klawiatury / instrukcji / słuchawek.

Contrary to the description in the brochure / on your site – W przeciwieństwie do opisu na ulotce / na waszej stronie

In this situation I am afraid I must ask for ... – W tej sytuacji obawiam się że jestem zmuszony poprosić was o ...

I am afraid I must ask you ... – Muszę prosić o ...

I would therefore be grateful if you could consider a full refund of (cena zakupu).
– Dlatego byłbym / byłabym wdzięczny/a, gdybyście Państwo rozważyli całkowity zwrot pieniędzy w wysokości ...

I demand a full refund. – Domagam się całkowitego zwrotu zapłaconych pieniędzy.

I hope you will resolve the problem quickly – Mam nadzieję, że szybko rozwiąże Pan/Pani ten problem...

Sample letter:

Dear Sir/Madam,

I write to complain about the mobile phone I bought at your shop in Poznań a week ago. It was a present from my grandmother on my sixteenth birthday. I choose the model and the color.

The phone worked perfectly well for the first two days. I could phone, answer calls, send messages and even listen to the music. But on the third day something has happened.

When the battery ran down the phone turned off I cannot turn it on.

I tried to recharge the battery, but it did not work. So I decided to borrow another battery from my friend. We replaced them, but again nothing happened. As the phone is still under guarantee I decided to write to you.

I am afraid I must ask you to check my phone. If you cannot fix it in one week I want a full refund.

I look forward to hearing from you.

Yours faithfully,

XVZ

Opinion letter: List wyrażający opinię:

I am writing in response to your article (report) connected with ... – Piszę w odpowiedzi na wasz artykuł dotyczący ...

I have just read your article ... – Właśnie przeczytałem / am pański artykuł ...

I absolutely agree / disagree with Your opinion that ... – Całkowicie zgadzam się / nie zgadzam się z waszą opinią na temat ...

I agree that it is true that ... – Zgadzam się że prawdziwe jest to iż ...

I am of the same opinion because ... – Jestem tego samego zdania ponieważ ...

I am writing to enquire about ... – Piszę z zapytaniem o ...

I would like to take issue with the view that ... – Chciałbym polemizować z poglądem że ...

I absolutely agree with your opinion that... – Całkowicie zgadzam się z waszą opinią na temat...

Letter of enquiry: Prośba o informację

I am interested in ... – Jestem zainteresowany ...

I would like to ask if / when / where / why ... – Chciałbym spytać czy / kiedy / gdzie / dlaczego ...

It is not clear to me if ... – Nie jest dla mnie jasne czy ...

I have read the advert but I am not sure if ... – Przeczytałem / am wasze ogłoszenie ale nie jestem pewien czy ...

I am interested in it and I would like to ask for some further questions – Jestem tym zainteresowany i chciałbym zadać kilka dodatkowych pytań.

I would like to know more details about ... – Chciałbym znać więcej szczegółów dotyczących ...

I would also like to be informed if ... – Chciałbym także dowiedzieć się czy ...

I would be very grateful if you could provide me with answers to my questions – Byłbym niezmiernie wdzięczny, gdybyście napisali odpowiedzi na moje pytania.

I am interested in it and I would like to ask for some further questions – Jestem tym zainteresowany i chciałbym zadać kilka dodatkowych pytań.

I would also like to be informed if... – Chciałbym także dowiedzieć się czy...

I would be very grateful if you could provide me with answers to my questions – Byłbym niezmiernie wdzięczny, gdybyście napisali odpowiedzi na moje pytania.

Sample letter:

Dear Sir/Madam,

Thank you for the invitation to the meeting that takes place on April 17th. I am very pleased that I have been invited to take place in this important event and I highly appreciate your decision to let me join in.

I have two questions regarding the meeting itself. Am I allowed to come with a partner, or does the invite let exclusively myself enter the venue? Also, if possible, please let me know if I can take advantage of a special coupon that the members of your club are allowed to use in order to get a discount when parking in front of the building where the event will be held.

Thank you in advance for all the information. I am thankful for the invitation as well as for any further details.

I am looking forward to hearing from you,

Yours faithfully,

XYZ

Letter of application: Podanie o pracę:

I am writing with regard to the advertisement which appeared in ... on ... – Piszę w odniesieniu

do ogłoszenia, które pojawiło się w ... dnia ...

I would like to apply for the position of ... – Chciałbym się starać o posadę ...

As far as my qualifications are concerned ... – Biorąc pod uwagę moje kwalifikacje

...

I enclose my CV. – Załączam moje CV.

Sample letter:

Dear Sir/Madam

I am writing in connection with your English course advert which I found in the newspaper two days ago. I am interested in this course because I want to pass my Matura exam and I need to improve my language. What is more, I like English language very much.

Could you give me some more information about teaching methods? I want to know which skills – speaking or writing will I develop and what kind of teaching aids do you use? Have you got any successes in this field?

If I decide to attend this course, when does it start? What level of teaching do you have? I am not good at English so a lower level would be the best. I would be grateful if you could send me a leaflet in order to show it to my parents. I need your phone number as well.

I look forward to hearing from you.

Yours faithfully,

XYZ

Closing: Zakończenie listu:

I am looking forward to hearing from you – Oczekuję na waszą odpowiedź.

Please do not hesitate to contact me if you have any further questions. – Jeśli macie jeszcze jakieś pytania proszę się ze mną skontaktować.

I would appreciate a reply at your earliest convenience. – Byłbym / Byłabym wdzięczny/a za szybką odpowiedź.

I hope you will resolve the problem quickly – Mam nadzieję, że szybko rozwiąże Pan/Pani ten problem...

Yours faithfully – Z poważaniem (jeśli nie znamy tożsamości osoby do której piszemy)

Yours sincerely – Z poważaniem (jeśli znamy tożsamość osoby do której piszemy)

And now let's go through the whole pattern of the letter:

Write your address and today's date at the top of the page.

Twój adres i data powinny znajdować się na górze strony.

Your name and the return address should be written in top hand-right corner of the letter. The address of the person you are writing to should be written on the left starting below your address.

If you are writing a business letter, use the company name and address instead.

Write out the full date. 19 September 2014.

Skip the date when writing an email.

Swoje nazwisko oraz adres zwrotny napisz w prawym górnym rogu listu. Adres odbiorcy powinien znajdować się po lewej stronie kilka linijek pod twoim adresem.

Jeżeli piszesz w imieniu firmy użyj nazwy i adresu firmy.

Pisząc datę użyj formatu 19 September 2014

Pisząc email możesz ominąć datę.

Next...:

Write the salutation.

Skip a line again, then greet the recipient with "Dear" followed by their name. You may use the last name, or the full name (first and last), but never the first name alone.

If you know the name, use the title (Mr, Mrs, Miss or Ms). If you are writing to a woman and do not know if she uses Mrs or Miss, you can use Ms, which is for married and single women.

If you don't know the name of the person you are writing to write "Dear Sir or Madam:" or "To Whom It May concern" (for companies).

Write the letter.

Formal letters should open with a clear statement of purpose.

Use a complimentary close.

A complimentary close ends your letter on a good note and establishes a connection with the recipient. For formal letters, stick to "Yours Faithfully," if you do not know the name of the person "Yours Sincerely," if you know the name of the person or "Kindest regards," or "Best wishes." Sign underneath the close, as follows:

In a formal email, type your full name after the complimentary close.

How to write a cover letter

A cover letter is obviously a formal letter. Just like a [CV](#), a good cover letter is essential when looking for work, especially as most employers spend approximately half a minute casting an eye over each job application. With this in mind, you have to make sure that your cover letter makes enough of an impression in those 30 seconds to make the reader want to learn more about you. But what should it contain?

Not sure where to start? Here's a step-by-step guide to help you write a compelling cover letter.

Always include a cover letter when sending your CV out to employers. A good cover letter should make an employer interested enough to read your application thoroughly, and call you for an interview. Here are some tips to help you.

What information to include in your cover letter

Your cover letter should give an employer an idea of who you are, and explain what skills you could bring to the job.

You should also explain to an employer why you are interested in their business, and the particular role. Showing a genuine interest helps you stand out among other candidates, so it is important to tailor your cover letters so they relate specifically to each job application.

Do your skills and experience match the job requirements?

To get an employer interested, you need to explain how your skills, attributes and achievements match those needed in the job vacancy.

You can use information about your work history, including voluntary work, life experience, education and training and, if relevant, personal activities.

- Explain why you are the best person for the company and how your skills will meet the company's needs. Link your experience, skills and qualifications to what the employer has asked for, and show that you meet the job requirements.
- Use two or three key examples to demonstrate your suitability for the job.
- Promote yourself – explain how you can contribute to the company. Focus on what you have to offer, rather than what you want.
- Research the company and show your knowledge by sharing any recommendations you have. For example: "With 10 years of retail management experience and a record of rapid advancement, I have found at least three ways to increase sales at your London's outlet."

Why do you want this job?

Ways to demonstrate your interest in the job could include:

- showing how motivated and enthusiastic you are, and how you can fit into the organisation
- discussing your personal qualities and why the position interests you
- mentioning any personal interests or activities that are relevant to the company and the work it does

- commenting on something positive about the company and letting them know why you would want to work there. For example, you could refer to the company's reputation, management philosophy, product quality, or other factors that impress you.

How to structure your cover letter

- Cover letters are usually no more than one page long.
- Address your letter with "Dear Sir/Madam" if you are not sure who to address your letter to.
- Your letter should start by stating where you heard about the job. This directly relates your application to a position they have advertised. If no specific opening has been advertised be sure to state what your job objective is.
- End by saying you look forward to an interview, and that you are willing to provide further information.

How to word your cover letter

- Be professional, warm and friendly.
- Make the letter interesting to read, but short and to the point. Do not repeat everything you say in your CV.
- Be enthusiastic and assertive but not pushy. Do not beg for a position.
- Use simple, natural language, avoiding clichés and expressions like "aforementioned".
- Use positive words and phrases such as "I have" or "I can".
- You can put your key points in a bulleted list, or in a comparison list-style in which you directly compare your specific experiences and accomplishments with the company's stated needs.
- Don't use words that weaken your message or give the impression that you lack confidence – for example, "fairly experienced" or "some knowledge".
- Do not start every sentence or paragraph with "I".

What to include in your cover letter

There are several elements that need to be included in any cover letter. When you know how to write a cover letter properly, you will be able to do it again for any new job applications that you might make. Just follow these simple steps:

1. Start with your name and postal address. These contact details should be in the top right-hand corner of the cover letter. Include your email address and telephone number as means of contacting you.
2. Write the date of your letter underneath your contact details.

3. Add the contact details of your addressee. Start these details on the next line of your cover letter, but on the left-hand side of the paper. Along with the job title, write down the name of the person you are writing to.
4. Add the job title of the addressee.
5. Add the company name and address. Again, this should be on the left-hand side of the page.
6. Address your readers. Leave a line below the contact details then write, "Dear Mrs. Jones," or whatever the right name might be. If this is unknown, then, "Dear Sir or Madam," will suffice.
7. Add the job reference. Before you start the body of the letter, add any reference that has been given for the job application, for example, "Re: Engineering Trainee, Eastern Division" or "Ref – HR/004."
8. Introduce your CV in two or three short paragraphs.

Opening the letter

The opening paragraph should be short and to the point and explain why it is that you're writing.

Example:

'I would like to be considered for the position of 'IT Manager'.

It is also useful to include where you found the ad i.e. as advertised on reed.co.uk or, if someone referred you to the contact, mention their name in this section.

Second paragraph

Why are you suitable for the job? Briefly describe your professional and academic qualifications that are relevant to the role and ensure you refer to each of the skills listed in the job description.

Third paragraph

Here's your opportunity to emphasise what you can do for the company. Outline your career goal (make it relevant to the position you're applying for) and expand on pertinent points in your CV.

Fourth paragraph

Here's where you reiterate your interest in the role and why you would be the right fit for the role. It's also a good time to indicate you'd like to meet with the employer for an interview.

1. End and sign your letter. In most cases end with, "Yours faithfully," and then your name. Leave a big enough gap so that you can add your signature, whether it is electronic or hand-written.
2. End your letter informally only in the case where you know the individual you are writing to, perhaps because you are making an internal application within your organisation. In these cases, you can sign off with, "Yours sincerely,"

SAMPLE LETTER:

21 Hartop Grange,
Buckinghamshire.
Telephone (01674) 739572
jmoore@hotmail.com
25/05/2005

Philips and Partners
12 Chicksand Street
E1 5LT London

Dear Mrs Phillips,

My name is Joanna Moore. I read your job advertisement in the paper on Monday. I would like to apply for the position of personal assistant to the Marketing Director.

I have had six years of experience, working as a general secretary and a personal assistant. In 2000 I went on maternity leave and since then I have been focusing on raising my children. Now, that my children have started school, I would like to return to work.

I am a very self-motivated person, who enjoys working with others. I am very well organised, and I have excellent typing skills. I speak fluent French and good German. As I mentioned, I have prior experience working as a personal assistant, so I believe that I may be the person you are looking for.

I hope that my CV will meet with all your requirements, as well as the high standards that you require.

Please see my attached CV.

I look forward to hearing from you soon,

Yours sincerely,

Joanna Moore

Dear Sir/Madam,

I am writing to inquire about the position of teacher at ABC School of Foreign Languages. I am applying for this position, as I believe my experience would be of great value to your school.

Having taught at a similar school for a year, I am eager to join your team and contribute my skills and abilities to ABC School of Foreign Languages. Considering my experience and education background, I strongly believe I would be a great addition to the team and teach the students in the most effective way possible. My duties at the former school included teaching, assigning various tasks and appraising the effects of students' work. I am an outgoing person who loves working with children. Furthermore, I am reliable, honest, punctual, and have great communication skills.

Enclosed you will find my resume. In case of questions, do not hesitate to contact me – you can do so at 123456789 or you can reach me by mail at jacek.kowalski@abc.pl.

I look forward to hearing back from you.

Yours faithfully,
Anna Nowak

How to write an informal letter?

An informal letter is a letter you would write to a friend, a family member or an acquaintance.

In comparison to a formal letter when writing informal letters use informal English:

a) Use short forms like *isn't, won't, it's, I've* instead of *is not, will not, it is, I have, etc.* This is because we tend to use these forms when we are speaking, and using them in written English makes it sound more informal.

b) Sometimes miss out words in a sentence – In letter writing, it is often quite common to miss out the word 'I'. For example, at the end of a letter you might write '*Hope to hear from you soon*' instead of '*I hope to hear from you soon*'. Other common expressions are '*Wish you were here*' and '*Having a great time here*'.

Including these gives the impression of a letter or email being written quickly and informally.

c) Use informal intensifiers – In spoken English, we often use words like really and incredibly meaning *really nice, really good*. We often also use some of the more extreme **intensifier + adjective combinations** such as *completely fantastic, absolutely awful, etc.*

We divide such letter into five parts:

- Greetings
- Opening paragraph
- Main part (2-3 paragraphs)
- Closing paragraph
- Endings

Useful phrases: przydatne zwroty:

Salutation: Zwrot powitalny:

- Hello/ Hi! – Cześć!
- Dear Mark – Drogi Marku

Beginning of the letter: Początek listu:

- It was nice/good/lovely to hear from you.
- Thanks for your letter. – Dziękuję za list.
- I'm sorry I haven't written for so long. – Przepraszam, że nie pisałem tak długo.
- How are you? – Jak się masz?

Requests: Prośby:

- Will you help me, please? – Pomożesz mi?
- I'd be grateful if you could... – Byłbym wdzięczny, jeśli mógłbyś...

Referring to news: odnosząc się do nowinek:

- Great news about ... Glad to hear that ... Sorry to hear about ...
- Listen, did I tell you about ...? You'll never believe what ...
- Oh, and another thing ... This is just to let you know that ...
- I thought you might be interested to hear about / know that ...
- By the way, have you heard about / did you know that ...?

Apologies: przeprosiny:

- I'm writing to apologise for missing your party but I'm afraid I was with flu.
- I'm really sorry that I forgot to send you a birthday card but I was busy with my new job.

Inviting: zaproszenie:

- I'm / We're having a party on Friday 19th and I / we hope you'll be able to come.
- Would you like to come / go to see 'Room with a View' with me at the weekend?
- I was wondering if you'd like to go to the theatre / come on holiday with us.
- Could you let me / us know if you can come / you'd like to join us?
- Thank you very much for your invitation. I'd love to come.
- Thank you for asking / inviting me to ... but I'm afraid I won't be able to ...
- I'd like to invite you to – Chciałbym cię zaprosić na...
- Would you like to come...? – Chciałbyś przyjść...?
- I'd be happy if you could visit us. – Ucieszyłbym się, gdybyś mogła nas odwiedzić.
- I'd like you come to – Chciałabym, żebyś przyszedł

Accepting invitation: Akceptowanie zaproszenie:

- I'd love to come. – Przyjdę z chęcią.
- Thanks for inviting me. – Dziękuję za zaproszenie.

Rejecting: Odmowa:

- I'm afraid I can't come. – Obawiam się, że nie mogę przyjść.
- I'd love to come but... – Chętnie bym przyszedł, ale...

Reporting events: Relacjonowanie wydarzeń:

- At first – Najpierw
- In the beginning – Na początku
- Then – Następnie, potem
- After that – Po tym
- 5 minutes later – 5 minut później
- Finally – Wreszcie
- Eventually – W końcu

Giving advice: Udzielanie porad:

- Remember to... – Pamiętaj, żebyś
- If I were you, I'd... – Na twoim miejscu...
- You'd better – Lepiej, żebyś
- I think you should/ shouldn't – Myślę, że powinnaś/ nie powinnaś

Thank you / Congratulations / Good Luck

- I'm writing to thank you for your hospitality / the wonderful present.
- It was so kind of you to invite me to stay with you.
- I really appreciated all your help / advice.
- Congratulations on passing your exams / your excellent exam results!
- I wish you good luck / Good luck in / with your exams / your driving test / your interview.

- Don't worry, I'm sure you'll do well / pass.
- Do be on time, won't you, and don't forget to ...

Closing: Zakończenie listu:

The end of your letter is as important as the beginning. There are some standard ways of finishing an informal letter or email.

- **Give a reason why you're ending the letter:** Anyway, I must go and get on with my work! / I guess it's time I got on with that studying I've been avoiding.
- **Send greetings and/or make reference for future contact:** Give my love / regards to... / Say hello to... / Anyway, don't forget to let me know the dates of the party. / I'll try and phone you at the weekend to check the times. / We must try and meet up soon. / I can't wait to hear from you / Look forward to seeing you again / Hope to hear from you soon / See you soon / Write soon
- **Closing statement** such as *Love, Lots of love, All the best, Take care, Best wishes*, should be written **on a new line**. If you used a comma after the opening greeting, use a comma here too.
- **Signing off:** Your first name then follows **on another new line**.

That's all for now. – To na tyle.

Give my regards to... – Pozdrów ode mnie...

I have to finish now. – Muszę już kończyć.

Hope to hear from you soon. – Mam nadzieję, że wkrótce odpiszesz.

Farewell expressions: Zwroty pożegnalne:

Take care – Trzymaj się

All the best – Pozdrawiam

Best wishes – Pozdrawiam

Bye for now – Do zobaczenia

Write soon! – Napisz wkrótce!

Love – Ściskam

Bye – Pa

Some more useful tips:

- Imagine that you write to a real friend of yours.
- Friends usually have names ;-) so address him/her with a name: begin the letter with Dear Joey/ Tim /Rebecca, etc.
- Begin your letter with some general statements. Refer to the letter you have received from your friend and thank him/her for it or apologise for the fact that you have not answered the last letter soon enough.
- Use the proper register. The letter is supposed to be informal so you can use contractions, informal linking words like well, by the way, anyway, so, colloquial expressions, etc.

- You can use more-conversation-like statements or questions in your letter: You know that I had this exam, right? You think he will be able to come to the party?
- Use questions to ask about your friend - arrange the next meeting, send greetings to his/her friends and family, etc.
- End your letter in informal way: Best wishes; Love; Regards. Instead of these phrases you may put two XXs. They indicate sending kisses.

SAMPLE LETTERS:

Dear Amy,

Thank you a lot for your last letter. It was a nice surprise to hear from you. I'm sorry I haven't written to you earlier but I had to organise some things concerning my trip.

As you probably remember I've always wanted to visit some unusual places. And now, at last, off I went! But you'd never guess where I've chosen to spend my holiday. It's Antarctica! You would never think of it, would you? I'm so excited about the whole event!

The people I travel with are incredible. It's their fourteenth expedition there. They know every path in the snow by heart and they are very helpful. They share their knowledge and experience with me. Would you believe that here everything is different? You even need to set your tent in a special way. It's all very challenging. Tomorrow we plan to move further North so I may not be able to stay in touch for a while.

Anyway, I'd like to meet you when I get back. Hope you are enjoying your holiday. Do write back soon.

*Love,
Becky*

*16 Liverpool Road,
Wood Green, London
N1 0FW*

7th November 2012

Dear Carla,

Oh, how I missed being with you during the holidays this year! Everything in London is so different from Spain that I don't know if I'll ever get used to living here. I'm so glad that my father's job at the Spanish Embassy will only last until June. Then we will come home, and you and I can spend the summer on the beach. (I hope you'll spend your holiday in Spain, as usual.)

I've already made some very nice friends, but don't worry – no one could ever replace you as my best friend! After school, I sometimes go to my friend Fiona's house. She enjoys listening to the same music and watching the same clips that you and I like. In fact, Fiona and I have tickets for Bon Jovi's concert next month. I wish you were coming with us!

Life is very different here. Would you believe that we have to wear a uniform to go to school? It's awful! A blue skirt and blazer, a white blouse and a ridiculous checked tie, not to mention a pair of horrible, long, white socks. Besides, there is nothing to do in the evening. All the shops close by 4.30 p. m. and pubs are only open till 11 p. m.

That's all for now. I must start my homework for my English class tomorrow. The teacher wants us to write an informal letter to a friend and I don't even know where to begin! Please write soon and tell me all the news. I miss you.

Love,

Anna