

### **1. Formal Letter on Complaint**

**You recently stayed in a hotel in a large city. The weather was very unusual for the time of year and the heating / cooling system in the hotel was quite inadequate.**

**Write a letter to the manager of the hotel. In your letter:**

- \* Give details of what went wrong**
- \* Explain what you had to do to overcome the problem at the time**
- \* Say what action you would like the manager to take.**

**You should write at least 150 words.**

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

Dear Sir / Madam,

I am writing in connection with my recent stay at the Four Seasons at Clayton, Melbourne, Australia. Unfortunately, due to a malfunctioning heater in my room, I spent three miserable nights at your hotel from April 12-17, 2014.

When I arrived in Melbourne, there was an unexpected snowstorm. I understand it does not usually snow in April; however, when I got to my room, there was no heat. After complaining to your Reception Desk, a technician was sent up, and he informed me they had to install a new heating unit, which would take a day or perhaps two. When I asked to be moved to another room, I was told the hotel was completely booked.

Unfortunately, each night after work when I returned to your hotel, I discovered the problem had not been rectified. Eventually, I spent five horribly uncomfortable nights, wearing my coat and all the available blankets to bed, wearing socks around the room and ending up with a bad cold from the unheated room. I had no time to complain as I had to catch a flight home right after my conference.

I am really distressed by this terrible service. This is not what anyone expects for \$400 a night! To compensate me for this tremendous inconvenience, I ask that you refund my money as soon as possible and further that you offer me a free, more comfortable stay in one of your finer suites in that hotel in future. I am sure you do not wish me to take my complaint to a higher authority.

I look forward to hearing from you at your earliest convenience, say within four working days.

Yours faithfully,

John Smith

## **2. Formal Letter for asking Information**

**You are going on a short training course at a training centre in Sydney. You need somewhere to live while you are there. The course information brochure says that accommodation is being organised by the training centre's Accommodation Manager, John Long.**

**Write a letter to the accommodation manager at the training centre. In your letter:**

- \* explain your situation**
- \* describe the accommodation you require**
- \* say when you will need it**

**Write at least 150 words.**

**You do NOT need to write any address.**

Dear Mr. Long,

I am writing in connection with my upcoming training course at your centre in Sydney and am hoping that you will be able to assist me with my accommodation. I will be there attending the Brain- Based Learning program for a period of three weeks from July 2nd to July 22nd, 2014.

As I am somewhat older than most of the other participants, and snore badly, I would like to know if you could find a private studio apartment for me, rather than my being in the shared apartments you are organizing. It would be ideal if I could walk to the centre each day, but if not, I would need access to public transport. I understand some of the events on campus finish quite late, so I would prefer not to walk in an unfamiliar neighbourhood after dark.

In terms of my needs, all I require is a bed, a desk, a TV, an Internet connection, a kitchen, and a bathroom. My budget is around \$1200 for the three weeks.

As I am not familiar at all with your city, I would appreciate it if you are able to help me find such an apartment.

I look forward to hearing from you soon.

Yours sincerely,

Joe Smith

### **3. Informal Letter for Thanks**

**Last month you had a holiday overseas where you stayed with some friends. They have just sent you some photos of your holiday. Write a letter to your friends. In your letter:**

- \* explain why you didn't write earlier**
- \* thank them for the photos and for the holiday**
- \* invite them to come and stay with you**

**Write at least 150 words. You do NOT need to write any address.**

Dear Ajay and Rahul,

Thanks so much for your letter and the lovely photos of my holiday in Mumbai. Sorry for the delay in replying to your welcome note, but your package arrived just as I was about to leave town on a business trip. I've just returned to Melbourne today.

Looking at the photos brings back so many happy memories of the times we spent together and the wonderful hospitality you gave me. I felt completely pampered by both of you! You surrounded me with warm friends, good food, amazing sights, great shopping, unforgettable cultural events and laughter-filled evenings. I would have been lost without you. I can't thank you enough.

These good memories gave me an idea. I know you've always wanted to visit Australia. Why don't you plan a holiday and stay with me this summer? The weather is great at that time of year, all tourist sites are open and I could take two weeks off from work. Aside from seeing Melbourne, we could drive to several unique places like The Great Ocean Road. Anyway, I would be thrilled if you could make it.

Thanks again to both of you for the beautiful holiday, as well as the photos which are already up on my wall. Now, I'm looking forward to hearing from you.

Warm wishes,

John

### **4. Formal letter for Applying a Job**

**You are looking for part-time employment. Write a letter to an employment agency. In your letter**

- introduce yourself**
- explain what type of work you are looking for**

- **say what experience and skills you have**

***Vocabulary bank***

***Experience and skills words***

- ***have recently graduated***
- ***over ten years' experience***
- ***my most recent position***
- ***be responsible***
- ***first degree in***
- ***a diploma in***
- ***Return to work***
- ***flexible***
- ***position***
- ***be employed in***
- ***sectors***
- ***job***

Dear Sir,

I am writing to register with your agency as a part-time teacher of English as a second language. I am returning to work after an extended break to bring up my young children. Whilst I am quite open to considering other positions, I would ideally prefer to work for around 12 hours a week in an accredited language school, teaching young adults.

You will see from my enclosed resume that I have over ten years' experience as a teacher and that I have been employed in a variety of different sectors including primary, secondary, and higher education. My most recent position was working in China teaching academic English to students studying to go to university in the UK. I was not only responsible for delivering lessons, but also helped to redesign the course. You will also note that in addition to my first degree in classics I have a diploma in TESOL in, and a diploma in using technology in the classroom.

Please could you let me know whether your agency might have any suitable positions available for me.

Yours faithfully,

Joe Franck

### **5. Semi-formal Letter on Leaving the Job**

**You have decided to leave your current employment with ABC Casual Services. Write a letter to your employer's manager, Jill Kodak. Include the following in your letter:**

- **Explain why you are writing**
- **Explain why you have decided to leave the company**
- **Tell your employer what you plan to do after leaving your present employment**
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#### **Vocabulary Bank**

- *I am writing this letter in regard to*
- *terminate*
- *contract*
- *organisation*
- *the employment contract*
- *provides*
- *notice*
- *decision*
- *been offered*
- *career*
- *opportunities*
- *guidance*
- *I would like to thank you*

Dear Ms Kodak,

I am writing this letter with regret, in regard to my need to terminate my contract with your organisation as a Service Agent. The employment contract provides for a requirement of two weeks' notice and I therefore wish my last day of employment to be on 25th of May 2015.

I would very much like to explain my reason for leaving, as I have been very happy here. The decision was made for personal reasons, with my family and I moving to Singapore. My husband has recently been offered a managerial position there and this is a major step for his career. Leaving this really happy organisation is a great loss for me as I have learnt a great deal, was made to feel part of the company's future, and was given opportunities to grow.

Given my hope was to take more responsibility here, and given you have a branch office in Singapore, perhaps you could help me approach our office there. I would certainly appreciate your guidance.

Finally, I would like to thank you for the help provided during the period of my employment.

Yours sincerely,

Jennifer fernandos