

# B1 writing – formal letters/e-mails

## Beoordeling:

Wijze van beoordelen B1:

- Minimaal 80% van gevraagde inhoud voltooid?
- Elk onderdeel voldoende?

Dan: cijferbepaling:

Onderdeel	Voldoende	Goed	Excellent
<b>SAM= Samenhang</b> (opbouw met voegwoorden)	1		2
<b>Ws= Bereik en beheersing van de woordenschat</b> (minimaal goed gebruik van lidwoorden a/an)	1		2
<b>Gr= Grammaticale correctheid</b> (werkwoordsvormen meestal correct bij veel voorkomende werkwoorden)	1	1,5	2
<b>Sp= Spelling, interpunctie en lay-out</b> (minimaal goed gebruik van leestekens en hoofdletters)	1		2
<b>DOEL= Afstemming taalgebruik op doel en publiek</b> (gebruik van beleefdheidsvormen)	1		2

## Cijferberekening:

6 + 0,4 (voor elke 'goed') + 0,8 (voor elke 'excellent')

## Formal letters/emails:

### Letter head formal letter:

Your own name and address

The addressee's name and address

Date: 5 January 2021

Margreet de Boer  
Compactweg 32  
3535 AD Utrecht  
The Netherlands

Sportmind inc.  
21 East West Road  
Wimbledon  
London AB1 2SW  
Great Britain

5 January 2021

### Subject line (email):

Keep it as short as possible and informative; e.g. overall theme. Keep it a bit mysterious; you want the reader to open the email and read it. Don't give away the details. Don't put a period at the end. But start with a capital letter.

### Salutation:

*If you don't know the name:*

Dear Sir/Madam,

To whom it may concern,

Dear Sir,

Dear Madam,

*If you know the name:*

Dear Mr .....,

Dear Ms .....,

Always use Ms, unless you are specifically requested to use Mrs or Miss.

### Introduction:

*Explain why you are writing:*

- I am writing to inform you about....
- I am writing to ask/inquire about....
- I am sending you this email/letter to say thank you for .....
- I am sending you this email/letter to apologise for.....
- I am sending you this email/letter to.....
- I am writing with regard to...
- I am writing to you in regards to .....

- I am writing to apply for the job of ....., as advertised on .... (website).
- I am writing to apply for the job of fitness instructor, as advertised in [name newspaper/magazine] on Thursday 17 December 2020.

*In case of previous (indirect) contact:*

- I received your address from [name], a mutual friend/ a colleague from ...
- I am writing to inform you that the goods we ordered from your company have not been supplied correctly.
- I apologize for not getting in contact with you before now.
- Thank you for taking the time to meet with me last week. I would like to follow up on our conversation and have a few questions for you.

## **Body:**

In the body you write the main information of the letter. You elaborate on the introduction.

If you're writing a longer letter, use paragraphs in the body. You can use a new paragraph for each idea/topic/argument. For example, if you want to convince someone or persuade someone to do something, use a paragraph for every argument you have. Use the same structure you learnt during the Dutch lessons:

Structure:

- Argument/suggestion
- Explanation of your argument/idea/suggestion/wish/opinion/
- Example of why/how it would benefit the person/organization you're writing to.

*Asking for assistance:*

I would be grateful if you could.... (e.g. send me a brochure)

Would you mind telephoning me during the next week?

*Offer help:*

I would be happy to.... (e.g. answer any questions you have).

We would be pleased to .... (e.g. assist you in finding a new location).

*You give further details of what you need/wish.*

I have enclosed a copy of....

Please find attached....

*Job application*

Explain what appeals to you in the job description and why you would be the perfect candidate for the job. Why does the job suit you? How will you contribute to the organization? Which skills could you apply? Refer to the qualities asked in the job advertisement/company website.

*Courtesy/politeness (beleefdheid):*

Being polite is very important in English correspondence. Ensure you always add 'please' to requests. Use 'Could you/Would you...., please?' and 'I would like ....., please'.

## **Final paragraph:**

*Give an instruction or a call to action*

- If you have any further questions, please do not hesitate to contact me.
- Please contact me if you need any further assistance.
- We look forward to hearing from you.
- I am looking forward to getting your input on this issue.
- I would appreciate your immediate attention to this matter.
- Please feel free to contact me if you have any questions.

*Job application:*

- I would like to be considered as a serious candidate.

- Please find attached my resume.
- I have attached my resume for your consideration.
- In the enclosed document you will find examples of my past work experience and a detailed overview of my relevant professional skills.

*Express thanks or appreciation*

- Thanks for your extremely helpful attention to this matter.
- Thanks again for your attention, consideration, and time.
- Thanks again for sharing your expertise in this matter.
- Thank you for your time and consideration.

*An invitation to continue the relationship in the future in general or at a specific date and time.*

- We look forward to building a strong business relationship in the future.
- I look forward to our meeting of the 7<sup>th</sup> of October.
- Looking forward to our successful partnership.

*Conclude with an expression of feeling.*

- I await your reply with interest.
- It's always a pleasure doing business with you.

**Sign off/closing:**

*Formal:*

- Yours faithfully – if you don't know the name of the person you're writing to (Dear Sir/Madam,)
- Yours sincerely – If you know the name of the person you're writing to (Dear Mr Jones, / Dear Ms Jones, )

*Less formal* (may still be used for many formal emails; except official letters / letters of application / letters of complaint):

- Best wishes,
- Best regards,
- Kind regards,
- With kind regards,

Your signature

Name company

Your name and position

*Bijlagen:*

Encl.

## Useful phrases:

### About you:

- My name is Jan Jansen (beter dan 'I am Jan Jansen')
- I attend Helicon College/I study at Helicon College. This is a college for Vocational Education and Training.
- 'City and people' zegt Engelsen niet zoveel, focus op je specialisatie die is specifiek.
  - I study to become a consultant on sustainable living/sustainable use of water and energy.
  - I study to become a lifestyle coach. I study to become a dietician.
- I chose the specialization "sustainable living"/"sustainable use of water and energy"/"lifestyle"/"event management"/"leisure and event management".
- During my studies, I learn about sustainability/lifestyle/event management, innovation and entrepreneurship.
- After graduating from this College, I would like to do a bachelor's degree at a university of applied sciences / university of higher professional education (=HBO)

## Profession = beroep

Purpose of stay = reden van verblijf (waarom ben je in het hotel/in het land?)

Voor veel voorkomende woorden in schrijfoopdrachten - zie woordenlijsten in de Wiki.

## Condolence – useful phrases:

I am very sorry to hear about your loss and wish to express my deepest sympathies to you and your family.

I know the grief is greater, but I hope you will find peace in your memories.

## Job application – useful phrases:

Start by writing to which job position you are applying. If you have seen a vacancy in a newspaper or on a website you can also put this in your letter.

Useful sentences:

*I saw your advertisement of...*

*I would like to apply to the post of...*

*My name is [name] and I am writing to express my interest in [job] position at [company].*

Explain what appeals to you in the job description and why you would be the perfect candidate for the job. Explain in further detail why the job suits you and make reference to the qualities asked in the job advertisement.

*I am excited about the opportunity to ....*

*One thing that attracted me most to [company] is ....*

*I am also passionate about.....*

*I would be the perfect candidate because.....*

*This position aligns perfectly with my goal of .....*

*As a student of [school/college] I have acquired the skills of .....*

*My prior experience in [field of job position] gave me the skills needed for .....*

*I look forward to meeting you in person during an interview to further discuss ....  
Thank you for your time and consideration.*

Write that you have enclosed your curriculum vitae and that you hope to be invited for a personal interview:

*I am more than willing to provide further details in an interview.*

*I look forward to hearing from you.*

*Please find enclosed my curriculum vitae.*

## **Common grammar mistakes:**

- I altijd met een Hoofdletter.
- Me/my: *My* sister gave *me* flowers for *my* birthday.
- There/their/they're
  - There (= daar/er): There is a desk in the room.
  - Their (= hun): Their car was beautiful.
  - They're (= zij zijn): They're very happy with the car.
- Where/were/wear
  - Where (= waar): Where are my new shoes?
  - Were (= waren): Your shoes were over there.
  - Wear (= dragen): You can wear your shoes tomorrow.
- With/~~with~~
- to, too, two
  - To (= naar): I'm going to Italy.
  - Too (= te/ook): It's too cold. She likes chocolate too.
  - Two (= twee): Two cokes please.
- It's/its
  - It's (= it is): It's over there
  - Its (bezit van een dier of ding): This is its paw
- Your, you're
  - Your (= jouw/jullie – bij bezit): This is your pen.
  - You're (= jij bent/ jullie zijn): You're very old.

Meervoud: vaste s

Radios

Sisters

Bezit: 's

My sister's boyfriend.

My sisters' car.

## **Lidwoorden:**

an – voor woorden die beginnen met een klinkerklank (a, e, i, o, u):

Bijvoorbeeld:

an apple

an energy consultant

a – voor woorden die beginnen met een medeklinkerklank (overige letters).

Bijvoorbeeld:

a student

Verbindingswoord	Vertaling	Voorbeeld
<b>And, but, or</b>	En, maar, of	My name is Jan and I like playing soccer but I hate getting dirty. I would like to become a dietician or a lifestyle coach.
<b>Because</b>	Omdat/want	I like playing soccer but I hate getting dirty.
<b>When</b>	Als (gebeurt zeker)	When I leave this school, I will start working.
<b>If</b>	Als (onzeker of het gebeurt)	If I graduate next year, I will continue my studies at a university for applied sciences.
<b>While</b>	Terwijl	While I studied at this college, I also gained practical experience at various organisations.
<b>Furthermore</b>	Verder/daarnaast	Furthermore, in my weekend job I learned skills such as communication and collaborating in a team.
<b>Due to</b>	Doordat	Due to my volunteer work as a scout leader, I also developed leadership skills.
<b>As soon as</b>	Zo gauw als	As soon as I finish this school, I will start working.
<b>Moreover</b>	Bovendien	Moreover, after that, I would like to study for a master's degree.
<b>Thus</b>	Dus	Thus I will be studying for another six years.
<b>So that</b>	Zodat	So that I can find my dream job when I finish.
<b>Although</b>	Hoewel	Although travelling and spending time abroad are also high on my list.

a university (spreek je uit als juniversity)

Voorzetsels van tijd	Gebruik	Voorbeeld
<b>at</b>	Bij specifieke tijden	The train will arrive at 12.00 pm.
<b>in</b>	Bij niet-specifieke tijden	She likes jogging in the morning.
<b>on</b>	Bij dagen en data	We're having a party on the first of March We're leaving on Monday. We always have a special dinner on Christmas day.
<b>for</b>	Gedurende een tijd	She's worked here for five years.



<b>since</b>	Sinds een (bepaalde) tijd	She's worked here since 2015.
<b>to/past</b>	Bij kloktijden	It's a quarter to ten. It's a quarter past ten.
<b>within</b>	Binnen een bepaalde tijd	I'll answer your letter within a week
<b>in</b>	Over een bepaalde tijd	I'll answer your letter in a week
<b>from -until</b>	Van .... tot	I'd like to stay from Monday until Friday.

<b>Voorzetsels van plaats</b>	<b>Gebruik</b>	<b>Voorbeeld</b>
<b>at</b>	Op (als je bedoelt in een gebouw)	He's working late at the office. (op kantoor; maar hij zit er niet bovenop, dus at)
<b>in</b>	In (als je bedoelt in een gebouw/plaats)	There's a bar in the building. She likes jogging in the park. He lives in Tilburg.
<b>on</b>	Op (als je bedoelt bovenop een gebouw)	There's a rooftop bar on the building.
<b>by</b>	Met (om aan te geven welk vervoersmiddel je gebruikt)	I'm travelling by train/car/bike/plane.

## Examples: Offer

Dear sir/madam,

Thank you for sending me your catalogue and price list.

Could you please send me an offer for a English online dictionary.

This quote should include a license for use in my company on three stand alone machines and specifications of services going with this order. Also inform me on your terms of delivery. I would need this order by the end of November.

If this order and services delivered should prove satisfactory I will be able to place more orders.

Yours faithfully,

A. Johnson

## Order

Dear mister Johnson,

Yesterday I received your offer for various kinds of paper for office use.

We would be grateful if you could supply us with the following under the conditions as mentioned in your letter of the 19th September last.

- 1000 sheets A-4 Ivory white
- 500 sheets A-3 Hazy Blue

Prompt delivery will be appreciated as we are preparing a direct mail campaign before the Christmas holidays.

Yours faithfully,

T. Small

## Complaint

Dear mister Johnson,

I regret to inform you that, although I received my order in time, I am not satisfied by it.

When unpacking we found that the 1000 sheets of Ivory white paper A-4 size were missing. Instead you sent us 1000 sheets of A-3 paper.

Also, you sent us the wrong colour for the remaining order. Instead of 500 sheets A-3 Hazy Blue, you sent us Acid Green.

I request that you urgently replace these articles by the ones agreed upon and expect that the matter will be solved quickly and satisfactorily.

Yours faithfully,

T. Small

## Apology

Dear Mr Thompson,

We would like to offer our apologies for the problems that you have encountered with the PC unit, double ZZ, purchased at our shop in Swansea. We understand your complaints about the keyboard and the speak + write function. You asked for an ergonomic keyboard and somehow an ordinary keyboard was packaged with the unit. We are very sorry that the speak + write function doesn't work properly since this function was one of the reasons that you bought this particular model.

As you pointed out the PC unit was quite expensive and since you are an esteemed customer of our shops, we would like to replace the PC unit. We have set aside a new PC unit identical to double ZZ and will hold it until you can pick it up at your convenience. Please remember to take the original invoice with you.

Again we offer our sincere apologies for the malfunctioning of the PC unit, double ZZ. We hope that this will not stop you from visiting our shops. We hope that we can continue serving you in the best way possible.

Yours faithfully,

Mariwell Baker

## Job application

Re: application Public Relations Manager

Dear Mrs Simpson,

In reference to your advertisement in the daily newspaper the Times of 28 October, I inform you of the following. I would like to apply for the position of Public Relations Manager which is at present vacant at the head office of Pizza Hut. I am a very capable Public Relations officer with several years of experience in the field of Marketing and Public Relations. Hence, I feel that I can fulfil your requirements.

I completed my Public Relations degree at Oxford University and was subsequently selected for the graduate training programme at the University of Chicago. I was offered a position at the University of Chicago after the training programme and worked in the United States from 2012 to 2014. Currently I am working at MacDonald's' head office in Swindon, replacing Sara Brown who is on maternity leave.

Thus I am fully aware of the business culture in the Fast Food chains. My time at MacDonald's has taught me to be flexible and to have a hands-on mentality. I can easily adjust to new situations and am flexible in my approach to public relations.

I have enclosed my current résumé as requested, including details of two referees. I sincerely hope to be able to discuss the position with you in more depth at the interview.

Yours faithfully,

John Haslop

Encl.: résumé

Mr. James A. Maverick  
ABC Widget Company  
253 Tennessee Pike

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3 July, 2016

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Dear Mr. Maverick,

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I am writing to apply for the plant manager position that you advertised in the Herald Gazette. As the ad requested, I am enclosing the completed job application, my curriculum vitae, copies of my diplomas, and certifications.

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The opportunity displayed in the listing interests me greatly, and I believe that my history of manufacturing experience and my education will make me a very competitive candidate for this position.

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Firstly the strengths I possess that would make for success in this position include:

- I settle for nothing less than absolute excellence
  - I have strong skills in leading production managers to get the job accomplished
- 

And with a BS degree in Business Management and a Senior Executive MBA, I have a full understanding of a business's needs and know how to meet these needs.

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Please see my enclosed curriculum vitae for additional information on my experience.

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I can be reached anytime via email at [stevie@email.com](mailto:stevie@email.com) or my cell phone, 865-545-5445.

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I would like to thank you for your time and consideration. I look forward to speaking to you about this opportunity.

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Yours sincerely,  
Stevie Smith

Dear Ms. Gigs,

I am writing to you in regards to the position for a secretary which was advertised on [www.NationaleVacaturebank.nl](http://www.NationaleVacaturebank.nl) on 10 July, 2015. I believe that my credentials and interests match your requirement well and therefore wish to apply for the position.

I have enclosed a copy of my Curriculum Vitae to provide you with an overview of my skills and experience. I have had three years' experience working in a similar role at an international Bank in London. Furthermore I believe I am capable of performing the duties that are required.

I am familiar with Windows-based systems and am proficient with Office 2013 and MS Word. I am also familiar with spreadsheet programs such as Excel. I am ready to take on more responsibilities and I am very eager to learn new tasks.

If you require further details, I am available to provide them in an interview.

Thank you for your time and consideration.

Yours sincerely,

signature

Margreet de Boer

## Curriculum Vitae

Curriculum Vitae of .....

Surname:	Johnson
Christian names:	Emily Maria
Address:	22, O'Malley Street London Great Britain
Phone:	02075819943
E-mail:	e.m.johnson@directconnect.co.uk
Date of birth:	17 July 1977
Civil state:	married OR single
Education:	Primary school "xxxx" 1984 - 1990 Secondary education "xxxx" 1990 - 1995 Vocational training .... 1995 - 2000
Work experience:	Name company Function, dates  Name company Function, dates
References:	Name person & phone number Name company & position at company  Name person & phone number Name company & position at company
Courses:	English language course at... Date & diploma yes or no  Typing course Date & diploma yes or no
Skills and personal qualities:	teampayer, sociable, knows MS Office
Hobbies:	reading, tennis, going out

## Cancellation

Dear Sir/Madam,

Recently we booked rooms for a group of six for a stay in October. We are sorry to tell you that we will have to cancel this reservation.

Yesterday we were informed that the conference which our colleagues were going to attend was cancelled. Therefore, we will not be in Manchester from October 5<sup>th</sup> to 7<sup>th</sup>.

Please send us acknowledgement of our cancellation by return.

We regret any inconvenience we may have caused you and apologise sincerely.

Yours faithfully,

CLARK & KENT  
H. Stevenson

**Report:**

- Factual information
- Reasons for taking action
- Formal writing style