

Letter writing

Introduction, contents and teaching notes



A selection of worksheets on letters, most have answer sheets. Quite a few of the sheets are scissors-and-glue cut-and-paste.

Sometimes I use specific sheets with individual learners. Other times, I use “sets” of sheets with mixed classes, E1 – L2, working closely with E1 - E2 if necessary, while leaving other learners to work on their own. Since most of my classes are mixed ability, E1 – L2, the sheets have to allow for all levels, even if that topic is not part of the curriculum at that level.

Informal Letters 1-3 Explains the layout of informal letters. Then two worksheets to practise writing informal letters, one differentiated and one not.	Page (s) 2-4
Formal Letters 1-4 1 Explains the layout of a typical formal letter (could also use as a prompt for discussing different acceptable layouts for formal letters) 2 A simple exercise on writing a formal letter. I use this as a group activity to ensure the <i>whole class</i> understands what to do. I then use 3a (Entry) and 3b (L1-2) for the class to do on their own. 4a-4b are alternatives to 3a and 3b, or use for further practice.	5-6 7-8 9-12 13-14
Planning a Formal Letter 1-3. Again, I use 1 as a <i>whole class</i> activity before differentiated sheets 2a & 2b. There are more planning tasks in differentiated sheet 3 (which assumes learners have already learnt various ways of planning).	15-18
Vocabulary in Formal Letters 1-2. 1 Typical vocabulary which can and can't be used in a formal letter. The easier method is to allow learners to do the first sheet (p19) and then the continuation sheet (p20); both can be given together to more able learners. 2 (p22) involves re-writing phrases and is for more able learners.	19-21 22
Formal Letter Sentences 1-3. 1 Again used as a <i>whole class activity</i> before differentiated sheets. 2a-2b Sentence practice within the context of formal letters and looking at the sense of a group of sentences. 2b is harder. 3a-3e This set of worksheets, one for each level, was written as an end-of-term revision exercise on formal letters after this topic had been covered in detail earlier in the year. They require learners to know about sentences, paragraphs and punctuation (depending on the level) as well as letter format.	23-24 25-29 E1 30-31 E2 32-33 E3 34-36 L1 37-39 L2 40-42
Writing Formal Letters 1-2 Two E1 – L2 differentiated sheets on writing formal letters.	43-44
Writing a Short Formal Letter 1. Entry Level worksheet.	45
Functional English mapping	46

Letter writing

Informal letters – 1

An **informal** letter is a letter to someone you know well e.g. a friend or a relative.

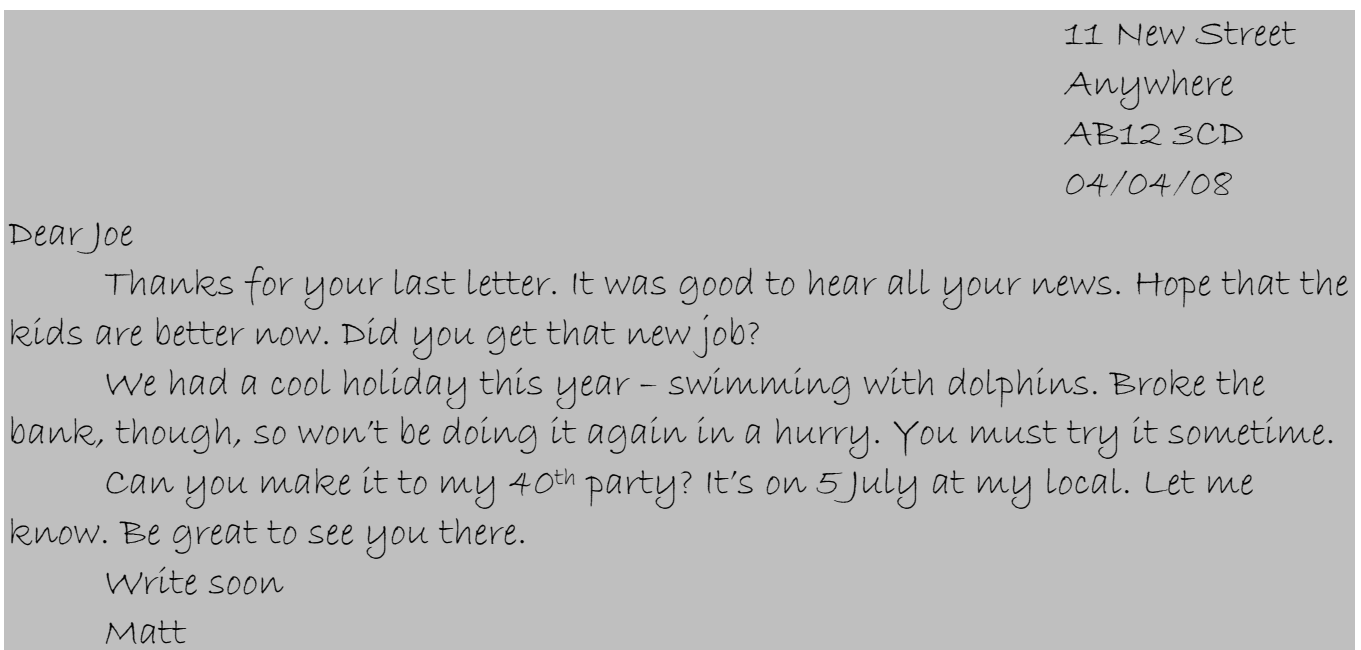
The **content** of an informal letter is as follows:

- The top right-hand corner contains your address followed by the date
- The salutation (i.e. the start of the letter) is on the left below the level of the date. The salutation is always “Dear” followed by the name of the person you are writing to.
- A series of paragraphs follows, each dealing with a particular topic.
- Finish the letter with a phrase such as “Love”, “Best wishes” or “Write soon” and then sign your name underneath.

The **style** of an informal letter is as follows:

- Informal language (such as “don’t”) is usual and slang phrases are allowed.
- The salutation just gives the recipient’s first name and you sign with just your first name.
- Errors in grammar, punctuation and spelling will probably be ignored by the recipient. Similarly, writing in “non-sentences” is often acceptable.
- If handwriting the letter, consider beginning each paragraph on a new line and indenting it. If typing the letter, consider leaving a blank line between each paragraph and not indenting.

Below is a short, but typical, informal letter.



11 New Street
Anywhere
AB12 3CD
04/04/08

Dear Joe

Thanks for your last letter. It was good to hear all your news. Hope that the kids are better now. Did you get that new job?

We had a cool holiday this year – swimming with dolphins. Broke the bank, though, so won't be doing it again in a hurry. You must try it sometime.

Can you make it to my 40th party? It's on 5 July at my local. Let me know. Be great to see you there.

Write soon
Matt



Now you try

Write an informal letter to a friend following the layout of the letter above.

Letter writing

Informal letters – 2



You are going to write an informal letter of your choice. You might like to write to a friend telling them your news. (You can make up the news if you like.)

Entry Level 1

Include three pieces of news in your letter. Put your address on the letter and start and finish the letter correctly. Try and write in sentences and check your spelling.

Entry Level 2

Include five pieces of news in your letter. Put your address on the letter and start and finish the letter correctly. Try and write in sentences and check your spelling.

Entry Level 3

Include three topics of news in your letter. Write one short paragraph (at least two sentences) about each topic. Put your address on the letter and start and finish the letter correctly. Write in sentences and check your grammar, spelling and punctuation.

Level 1


Include three topics of news in your letter, writing one paragraph about each topic. Ask at least one question. Put your address on the letter and start and finish the letter correctly. Write in sentences, in an informal style and check your grammar, spelling and punctuation.

Level 2

Include five topics of news in your letter, writing one paragraph about each topic. Ask at least two questions. Put your address on the letter and start and finish the letter correctly. Write in sentences, in an informal style and check your grammar, spelling and punctuation.

Letter writing

Informal letters – 3

 You have already learnt the format of an informal letter (i.e. a “chatty” letter you would write to a friend). Using that format, write an informal letter as follows.

- Choose a friend to write to. (If you wish, you can make up a friend.)
- Tell your friend **three** pieces of news. (You can choose whether to write single sentences or whole paragraphs on each piece of news.)
- Ask your friend for at least **one** piece of news (ie include a question).

Think about the following:

- You can plan and draft the letter if you wish.
- Make sure you set out your letter in a suitable format for an informal letter.
- Carefully proof-read your final version and try to correct all errors.

Letter writing

Formal letters – 1



A **formal** letter is a business letter. It is often written to someone you do not know.

The **content** of a formal letter is as follows (although “house-style” variations can be used):

- The top right-hand corner contains your address followed by the date.
- Below your address, on the left, are the name, title and address of the person you are writing to.
- The salutation (i.e. the start of the letter) is on the left below the date. The salutation is always “Dear” followed by the name of the person you are writing to. If you do not know their name, then start “Dear Sir” or “Dear Madam”.
- A series of paragraphs follows, each dealing with a particular topic.
- Finish the letter according to the salutation. If you start with “Dear” followed by their name, then end “Yours sincerely”, otherwise end “Yours faithfully”.
- Sign your name then print it underneath.

The **style** of a formal letter is as follows:

- Informal language (such as “don’t”) and slang phrases are not allowed.
- Ensure there are no errors in grammar, punctuation or spelling.
- If handwriting the letter, consider beginning each paragraph on a new line and indenting it. If typing the letter, consider leaving a blank line between each paragraph and not indenting.

On the next page is a short, but typical, formal letter.

Letter writing

Formal letters – 1

Below is a short, but typical, formal letter.

11 New Street
Anywhere
AB12 3CD
04 April 2008

Mr J Smith
Customer Services Manager
Cheap Goods Ltd
Somewhere
QW12 3RT

Dear Mr Smith

I recently purchased a table, reference RTY-67-TB, from your catalogue. On delivery, I found that it was badly scratched.

Please will you send me another table at your earliest convenience.

Yours sincerely

M BROWN

M Brown



Now you try

Write a formal letter following the layout of the letter above.


Letter writing

Formal letters – 2

✂ Activity

- 1) Cut out the boxes below.
- 2) Arrange them correctly for a formal letter.
- 3) Check with your tutor that you are correct.
- 4) Glue your work onto a piece of paper.

Note: You may have to cut “extra” space off the boxes to make them fit.

Dear Mr Jones		T Smith
18 April 2010	Yours sincerely	
Mr P Jones 14 New Road Honiton EX14 4TR	Get-a-Job 27 High Street Exeter EX1 3PJ	
Thank you for your job application form. I will contact you as soon as a suitable job becomes available.		

Letter writing

Formal letters – 2

Example answer

Get-a-Job
27 High Street
Exeter
EX1 3PJ

18 April 2010

Mr P Jones
14 New Road
Honiton
EX14 4TR

Dear Mr Jones

Thank you for your job application form. I will contact you as soon as a suitable job becomes available.

Yours sincerely



T Smith

Letter writing

Formal letters – 3a

✂ Activity

- 1) Cut out the boxes below.
- 2) Arrange them correctly for a formal letter.
- 3) Check with your tutor that you are correct.
- 4) Glue your work onto a piece of paper.

Note: You may have to cut the extra space off the boxes to make them fit.

R Carter (Mrs)	<i>Dear</i>	Dear Mrs Brown
27 September 2009	Yours sincerely	
3 Church Road Exmouth EX8 9SW	Mrs K Brown New Theatre 16 Mill Street Exeter EX1 5GQ	
Please send me two adult tickets for 'Songs from the Stars' on 4 December at 7.30pm. I enclose a cheque for £30.		

Letter writing

Formal letters – 3a

Example answer

3 Church Road
Exmouth
EX8 9SW

27 September 2009

Mrs K Brown
New Theatre
16 Mill Street
Exeter
EX1 5GQ

Dear Mrs Brown

Please send me two adult tickets for 'Songs from the Stars' on 4 December at 7.30pm. I enclose a cheque for £30.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Carter', written in a cursive style.

R Carter (Mrs)

Letter writing

Formal letters – 3b

✂ Activity

- 1) Cut out the boxes below.
- 2) Arrange them correctly for a formal letter.
- 3) Check with your tutor that you are correct.
- 4) Glue your work onto a piece of paper.

Note: You may have to cut the extra space off the boxes to make them fit.

R Carter (Mrs)	<i>R Carter</i>	Dear Mrs Brown
27 September 2009	Enc	Booking Office Manager
3 Church Road Exmouth EX8 9SW	New Theatre 16 Mill Street Exeter EX1 5GQ	Your ref: SFS/4DEC/TC
Tel: 01395 227643	Mrs K Brown	Yours sincerely
Please send me two adult tickets for 'Songs from the Stars' on 4 December at 7.30pm. I enclose a cheque for £30.		

Letter writing

Formal letters – 3b

Example answer

3 Church Road
Exmouth
EX8 9SW

Tel: 01395 227643

27 September 2009

Your ref: SFS/4DEC/TC

Mrs K Brown
Booking Office Manager
New Theatre
16 Mill Street
Exeter
EX1 5GQ

Dear Mrs Brown

SONGS FROM THE STARS

Please send me two adult tickets for 'Songs from the Stars' on 4 December at 7.30pm. I enclose a cheque for £30.

Yours sincerely



R Carter (Mrs)

Enc

Letter writing

Formal letters – 4a

✂ Activity

- 1) Cut out the boxes below.
- 2) Arrange them correctly to give the format for a formal letter.
- 3) Check with your tutor that you are correct.
- 4) Glue your work onto a piece of paper.

Notes

- 1) You may have to cut “extra” space off the boxes to make them fit.
- 2) ‘Recipient’ means the person you are sending the letter to.

Closing phrase (‘Yours...’)	Your name	Name and address of recipient
Your signature	Paragraphs of writing (the content of the letter)	Opening (‘Dear...’)
Date	Your address	

Letter writing

Formal letters – 4b

✂ Activity

- 1) Cut out the boxes below.
- 2) Arrange them correctly to give the format for a formal letter.
- 3) Check with your tutor that you are correct.
- 4) Glue your work onto a piece of paper.

Notes:

- 1) You may have to cut the extra space off the boxes to make them fit.
- 2) 'Recipient' means the person you are sending the letter to.

Recipient's job title	Your name	Name of recipient
Paragraphs of information	Your e-mail address	Indication of enclosures ('Enc')
Your signature	Recipient's reference number ('Your ref:...')	Opening ('Dear...')
Date	Your address	Closing phrase ('Yours...')
Short topic phrase summarising purpose of letter, normally written in capitals	Concluding paragraph	Indication of copies of the letter sent to other people ('cc:...')
Your job title	Your telephone number	Your reference number ('My ref:...')
Introductory paragraph	Address of recipient	

Letter writing

Planning a formal letter – 1

✂ Activity

You need to order the topics below to write a job application letter.

- 1) Cut out the boxes below which contain the topics.
- 2) Arrange them correctly to give a suitable order in a letter.
- 3) If you feel confident, you can also arrange them into paragraphs.
- 4) Check with your tutor that your order is acceptable.
- 5) Glue your work onto a piece of paper.

When you can attend for interview	That you hope to get a reply	Where and when you saw the job advertised
Why you would like the job	The name of the job you are applying for	Why you think you are suitable for the job

Letter writing

Planning a formal letter – 2a

✂ Activity

You need to order the topics below to write a letter to your bank to cancel a standing order.

- 1) Cut out the boxes below which contain the topics.
- 2) Arrange them correctly to give a suitable order in a letter.
- 3) If you feel confident, you can also arrange them into paragraphs.
- 4) Check with your tutor that your order is acceptable.
- 5) Glue your work onto a piece of paper.

Who the standing order is paid to	You would like to know that the bank received your letter	When the standing order is paid
When you want the standing order to be cancelled	Your account details	You want to cancel a standing order

Letter writing

Planning a formal letter – 2b

✂ Activity

You need to order the topics below to write a letter to your bank to cancel and create standing orders.

- 1) Cut out the boxes below which contain the topics.
- 2) Arrange them correctly to give a suitable order in a letter.
- 3) If you feel confident, you can also arrange them into paragraphs.
- 4) Check with your tutor that your order is acceptable.
- 5) Glue your work onto a piece of paper.

You want to change the amount of one standing order	You would like to know that the bank received your letter	When the standing order you want to cancel is paid
The amount for the new standing order	Your account details	You want to cancel one standing order
You want to create one new standing order	Who the standing order you want to cancel is paid to	When you want the new standing order to be paid
When you want the change to the standing order to happen	When you want the standing order to be cancelled	Who the new standing order should be paid to
The end date for the new standing order	Who the standing order you want to change is paid to	The amount you want changed

Letter writing

Planning a formal letter – 3



Plan a formal letter for one or more of the following situations.

You can plan using **any method** of your choice.

Arrange your plan into **paragraphs** if you feel confident.

- **Entry Level 1:** plan at least 3 points
- **Entry Levels 2 & 3:** plan at least 5 points
- **Levels 1 & 2:** plan at least 8 points in paragraphs

1) Plan a letter of complaint about a holiday which was a disaster. You will need to think of a few things which went wrong.

2) Plan a letter to a solicitor about writing your will. You will need to think about what you need to know before asking the solicitor to proceed.

3) Plan a letter to a celebrity asking them to support a good cause. You will need to decide on a good cause and why the celebrity might want to support it.

4) Plan a letter to a school to organise a meeting to discuss your child's progress. You will need to think about why you want a meeting.

5) Plan a letter to a hospital consultant asking them why they have recommended a particular course of treatment. You will need to decide on a medical condition and alternative treatments.

6) Plan a letter to a builder to ask for a quote for building work. You will need to decide what building work you need done.

7) Plan a letter to ... You choose!

Letter writing

Vocabulary in formal letters – 1

✂ Activity

You need to match up informal and formal phrases.

- 1) Cut out the boxes below which contain the phrases.
- 2) Match the formal and informal phrases.
- 3) Check with your tutor that you are correct
- 4) Glue your work onto a piece of paper.

There seems to be a mistake.	I took the book back to the shop.
I got your letter.	I would like
You are wrong.	Give my regards to
Please send me a replacement.	I returned the book to the shop.
I want	I received your letter.
I would like a new one.	I have put in the money.
Give my love to	I have enclosed a cheque.

Letter writing

Vocabulary in formal letters – 1

(continued)

I want this sorting now!	Let me know if it's not OK.
Straight away	I am withholding payment until the work is completed.
I need	Please confirm the arrangements.
Please would you give this matter your immediate attention.	I am enquiring about
Can you supply?	I am enclosing my application form.
I am not paying you until you finish the work.	Here's my application form.
As soon as possible	I want to know about

Letter writing

Vocabulary in formal letters – 1

Answers

I have put in the money.	I have enclosed a cheque.
I want this sorting now!	Please would you give this matter your immediate attention.
I want	I would like
You are wrong.	There seems to be a mistake.
Straight away	As soon as possible
I need	Can you supply?
Give my love to	Give my regards to
I want to know about	I am enquiring about
Let me know if it's not OK.	Please confirm the arrangements.
Here's my application form.	I am enclosing my application form.
I got your letter.	I received your letter.
I would like a new one.	Please send me a replacement.
I am not paying you until you finish the work.	I am withholding payment until the work is completed.
I took the book back to the shop.	I returned the book to the shop.

Letter writing

Vocabulary in formal letters – 2

✂ Activity

You are going to decide which of the phrases below can be used in a formal letter. Then you will suggest alternatives for the unsuitable phrases.

- 1) Cut out the boxes below which contain the phrases.
- 2) Divide into two piles – suitable and unsuitable for formal letters.
- 3) Check with your tutor that you are correct.
- 4) Glue your work onto a piece of paper.
- 5) Write alternative phrases for the unsuitable ones.

Your receptionist is a right cow.	You twit!
You are a bunch of crooks.	I am fed up with having to keep writing to you.
Thank you for your letter which arrived today.	Please accept my apologies.
I am extremely annoyed.	Please send me your catalogue.
I can't pay your bill - no cash - sorry!	Can you pop me a form in the post, please?
Your product information is misleading.	Get it sent to me now.
The food was yucky.	It was great fun meeting you yesterday at the conference.

Letter writing

Formal letter sentences – 1

✂ Activity

You need to arrange the sentences below to make the text of a formal letter to book a Christmas party at a restaurant.

- 1) Cut out the boxes below which contain the sentences.
- 2) Arrange them in the correct order to form a letter.
- 3) Check with your tutor that you are correct
- 4) Glue your work onto a piece of paper.

There will be twenty people.

I enclose a deposit of £5 per head, a total of £100.

I would like to book a Christmas party at your restaurant on 16 December at 7.30pm.

Please can you send me a Christmas menu, indicating which dishes are vegetarian or nut-free.

Three of them are vegetarian and another has a nut allergy.

Letter writing

Formal letter sentences – 1



Answer

I would like to book a Christmas party at your restaurant on 16 December at 7.30pm. There will be twenty people. Three of them are vegetarian and another has a nut allergy. Please can you send me a Christmas menu, indicating which dishes are vegetarian or nut-free. I enclose a deposit of £5 per head, a total of £100.


Letter writing

Formal letter sentences – 2a

✂ Activity

You need to arrange the boxes below to make a formal letter to complain about a fault with some furniture. Some boxes contain the main body of the letter whereas others contain the formatting.

- 1) Cut out the boxes below.
- 2) Arrange them in the correct order to form a letter.
- 3) Check with your tutor that you are correct.
- 4) Glue your work onto a piece of paper.
- 5) Add capital letters and full stops where necessary and check with your tutor again.

15 march 2010	o harris
yours sincerely	dear mr thomas
mr j thomas the manager furniture futures 72 high street exeter ex1 7wq	13 mill street sidmouth ex14 6yt
	
they are made of oak and the design is FF01SW	
please send me a new table by the end of march	
i bought a dining table and chairs from your shop on 3 march 2010	
they were delivered yesterday but the table has a large scratch on the top	

Letter writing

Formal letter sentences – 2a

Answers

13 Mill Street
Sidmouth
EX14 6YT

15 March 2010


Mr J Thomas
The Manager
Furniture Futures
72 High Street
Exeter
EX1 7WQ

Dear Mr Thomas

I bought a dining table and chairs from your shop on 3 March 2010. They are made of oak and the design is FF01SW. They were delivered yesterday but the table has a large scratch on the top.

Please send me a new table by the end of March.

Yours sincerely



O Harris


Letter writing

Formal letter sentences – 2b

✂ Activity

You need to arrange the boxes below to make a formal letter to complain about a fault with some furniture. Some boxes contain the main body of the letter whereas others contain the formatting. Watch out for the red herring!

- 1) Cut out the boxes below.
- 2) Arrange them in the correct order for a letter. (One box is not needed.)
- 3) Arrange in paragraphs.
- 4) Check with your tutor that you are correct
- 5) Glue your work onto a piece of paper.
- 6) Add capital letters, full stops and commas and check with your tutor again.

15 march 2010	o harris
yours sincerely	dear mr thomas
furniture futures 72 high street exeter ex1 7wq	13 mill street sidmouth ex14 6yt
	FAULTY DINING FURNITURE
the manager	Tel: 01395 445981
Order: FF/MAR/348G	enc
mr j thomas	yours faithfully

Letter writing

Formal letter sentences – 2b

(continued)

so that you can see the damage for yourself	the table
the top of the table itself has a large scratch	as well as this
from your shop on 3 march 2010	design FF01SW
please send me a new table and chairs	also
and another has a large chip out of one leg	by the end of march
i have enclosed a photograph	of the six dining chairs
two have stains on the seat pads	
the colour of the chairs does not match the table	
i bought an oak dining table and chairs	
which has a hinged extension	
but have a number of faults	
they were delivered yesterday	
is warped and so the extension cannot be folded away	

Letter writing

Formal letter sentences – 2b

 Answer

13 Mill Street
Sidmouth
EX14 6YT

Tel: 01395 445981

15 March 2010

Mr J Thomas
The Manager
Furniture Futures
72 High Street
Exeter
EX1 7WQ

Dear Mr Thomas

FAULTY DINING FURNITURE

I bought an oak dining table and chairs, design FF01SW, from your shop on 3 March 2010. They were delivered yesterday but have a number of faults.

The table, which has a hinged extension, is warped and so the extension cannot be folded away. As well as this, the top of the table itself has a large scratch.

Of the six dining chairs, two have stains on the seat pads and another has a large chip out of one leg. Also, the colour of the chairs does not match the table.

I have enclosed a photograph so that you can see the damage for yourself.

Please send me a new table and chairs by the end of March.

Yours sincerely



O Harris

enc.

Letter writing


Formal letter sentences – 3a



This worksheet is designed for Entry Level 1 learners but could be completed by anyone wanting to practise formal letters.

You need to arrange the boxes below to make a formal letter to thank a hotel for an excellent holiday. Some boxes contain the main body of the letter whereas others contain the formatting.

- 1) Cut out the boxes below.
- 2) Arrange them in the correct order to form a letter.
- 3) Check with your tutor that you are correct
- 4) Glue your work onto a piece of paper.
- 5) Add capital letters and full stops where necessary and check with your tutor again.

27 september 2009	j brown
yours sincerely	dear mrs taylor
	27 high street exmouth ex6 3ky
thank you very much	
we had a lovely holiday	
we stayed at your hotel in august	

Letter writing

Formal letter sentences – 3a

 Answer

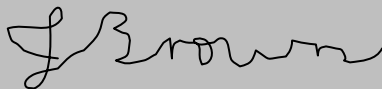
27 High Street
Exmouth
EX6 3KY

27 September 2009

Dear Mrs Taylor

We stayed at your hotel in August. We had a lovely holiday. Thank you very much.

Yours sincerely



J Brown

Letter writing

Formal letter sentences – 3b




✂ Activity

This worksheet is designed for Entry Level 2 learners but could be completed by anyone wanting to practise formal letters.

You need to arrange the boxes below to make a formal letter to thank a hotel for an excellent holiday. Some boxes contain the main body of the letter whereas others contain the formatting.

- 1) Cut out the boxes below.
- 2) Arrange them in the correct order to form a letter.
- 3) Check with your tutor that you are correct
- 4) Glue your work onto a piece of paper.
- 5) Add capital letters and full stops where necessary and check with your tutor again.

27 september 2009	j brown
yours sincerely	dear mrs taylor
mrs r taylor four oaks hotel torquay tq12 8rb	27 high street exmouth ex6 3ky
	
we hope to visit again next year	
we had a lovely holiday and enjoyed the food	
my friend and i stayed at your hotel for a week in august	

Letter writing

Formal letter sentences – 3b

 Answer

27 High Street
Exmouth
EX6 3KY

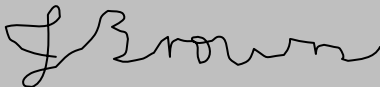
27 September 2009

Mrs R Taylor
Four Oaks Hotel
Torquay
TQ12 8RB

Dear Mrs Taylor

My friend and I stayed at your hotel for a week in August. We had a lovely holiday and enjoyed the food. We hope to visit again next year.

Yours sincerely



J Brown

Letter writing


Formal letter sentences – 3c

✂ Activity

This worksheet is designed for Entry Level 3 learners but could be completed by anyone wanting to practise formal letters.

You need to arrange the boxes below to make a formal letter to thank a hotel for an excellent holiday. Some boxes contain the main body of the letter whereas others contain the formatting. Your final letter should contain **three** paragraphs.

- 1) Cut out the boxes below.
- 2) Arrange them in the correct order to form a letter.
- 3) Make sure that you have three paragraphs.
- 4) Check with your tutor that you are correct
- 5) Glue your work onto a piece of paper.
- 6) Add capital letters and full stops where necessary and check with your tutor again.

27 september 2009	j brown
yours sincerely	dear mrs taylor
mrs r taylor four oaks hotel torquay tq12 8rb	27 high street exmouth ex6 3ky
	

Letter writing

Formal letter sentences – 3c



(continued)

we hope to visit you again next year

we had such a lovely holiday that i thought i must write and thank you.

my friend and i stayed at your hotel for a week in august

not only that, but the food was delicious.

our bedrooms were spotlessly clean and each had a beautiful view of the sea

Letter writing

Formal letter sentences – 3c

 Answer

27 High Street
Exmouth
EX6 3KY

27 September 2009

Mrs R Taylor
Four Oaks Hotel
Torquay
TQ12 8RB

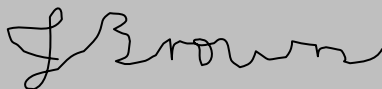
Dear Mrs Taylor

My friend and I stayed at your hotel for a week in August. We had such a lovely holiday that I thought I must write and thank you.

Our bedrooms were spotlessly clean and each had a beautiful view of the sea. Not only that, but the food was delicious.

We hope to visit you again next year.

Yours sincerely



J Brown

Letter writing


Formal letter sentences – 3d

✂ Activity

This worksheet is designed for Level 1 learners but could be completed by anyone wanting to practise formal letters.

You need to arrange the boxes below to make a formal letter to thank a hotel for an excellent holiday. Some boxes contain the main body of the letter whereas others contain the formatting. Your final letter should contain **four** paragraphs.

- 1) Cut out the boxes below.
- 2) Arrange them in the correct order to form a letter.
- 3) Make sure that you have four paragraphs of text.
- 4) Check with your tutor that you are correct
- 5) Glue your work onto a piece of paper.
- 6) Add capital letters, colons, commas and full stops where necessary and check with your tutor again.

27 september 2009	j brown
yours sincerely	EXCELLENT HOLIDAY IN AUGUST
four oaks hotel torquay tq12 8rb	27 high street exmouth ex6 3ky
	01395 746245
the manager	dear mrs taylor
mrs r taylor	

Letter writing

Formal letter sentences – 3d



(continued)

the en-suite bathrooms were well stocked with luxurious complementary toiletries shampoo conditioner bubble bath shower gel and sun tan lotion

we had such a lovely holiday that i thought i must write and thank you

please can you let me know if you will have two single rooms and two twin rooms at this time and send me a booking form

i particularly enjoyed the lobster salad

our bedrooms were spotlessly clean and each had a beautiful view of the sea

please tell your chef how much we appreciated his cooking and those two dishes in particular

my friend does not like seafood but she adored the ham and chive filo parcels

i hope to visit you again next year for a week starting on the 13 august and bring a group of five friends

not only were the rooms excellent but the food was delicious too

my friend and i stayed at your hotel for a week in august

Letter writing

Formal letter sentences – 3d

 Answer

27 High Street
Exmouth
EX6 3KY

01395 746245

27 September 2009

Mrs R Taylor
The Manager
Four Oaks Hotel
Torquay
TQ12 8RB

Dear Mrs Taylor

EXCELLENT HOLIDAY IN AUGUST

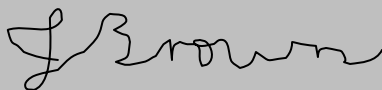
My friend and I stayed at your hotel for a week in August. We had such a lovely holiday that I thought I must write and thank you.

Our bedrooms were spotlessly clean and each had a beautiful view of the sea. The en-suite bathrooms were well stocked with luxurious complementary toiletries: shampoo, conditioner, bubble bath, shower gel and sun tan lotion.

Not only were the rooms excellent but the food was delicious too. I particularly enjoyed the lobster salad. My friend does not like seafood but she adored the ham and chive filo parcels. Please tell your chef how much we appreciated his cooking and those two dishes in particular.

I hope to visit you again next year for a week starting on the 13 August and bring a group of five friends. Please can you let me know if you will have two single rooms and two twin rooms at this time and send me a booking form.

Yours sincerely



J Brown

Letter writing

Formal letter sentences – 3e

✂ Activity

This worksheet is designed for Level 2 learners but could be completed by anyone wanting to practise formal letters.

You need to arrange the boxes below to make a formal letter to thank a hotel for an excellent holiday. Some boxes contain the main body of the letter whereas others contain the formatting. Your final letter should contain **four** paragraphs.

- 1) Cut out the boxes below.
- 2) Arrange them in the correct order to form a letter.
- 3) Make sure that you have four paragraphs of text.
- 4) Check with your tutor that you are correct
- 5) Glue your work onto a piece of paper.
- 6) Add capital letters, colons, commas and full stops where necessary. Make sure you include the commas around the asides in the complex sentences. Check with your tutor again.

27 september 2009	j brown
yours sincerely	EXCELLENT HOLIDAY IN AUGUST
four oaks hotel torquay tq12 8rb	27 high street exmouth ex6 3ky
	01395 746245
the manager	dear mrs taylor
mrs r taylor	booking ref: JB/08/09

Letter writing

Formal letter sentences – 3e



(continued)

the en-suite bathrooms were well stocked with luxurious complementary toiletries shampoo conditioner bubble bath shower gel and sun tan lotion

we had such a lovely holiday far better than many we have had in exotic locations abroad that i thought i must write and thank you

please can you let me know if you will have two single rooms and two twin rooms one with disabled access at this time and send me a booking form.

our bedrooms were spotlessly clean and each had a beautiful view of the sea

please tell your chef how much we appreciated his cooking and those two dishes in particular

i particularly enjoyed the lobster salad whereas my friend who does not like seafood adored the ham and chive filo parcels

i hope to visit you again next year for a week starting on the 13 august and bring a group of five friends

not only were the rooms excellent but the food was delicious too

my friend and i who always holiday together stayed at your hotel for a week in august

Letter writing

Formal letter sentences – 3e

 Answer

27 High Street
Exmouth
EX6 3KY

01395 746245

27 September 2009

Booking ref: JB/08/09

Mrs R Taylor
The Manager
Four Oaks Hotel
Torquay
TQ12 8RB

Dear Mrs Taylor

EXCELLENT HOLIDAY IN AUGUST

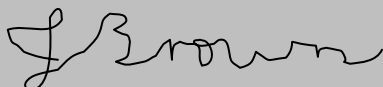
My friend and I, who always holiday together, stayed at your hotel for a week in August. We had such a lovely holiday, far better than many we have had in exotic locations abroad, that I thought I must write and thank you.

Our bedrooms were spotlessly clean and each had a beautiful view of the sea. The en-suite bathrooms were well stocked with luxurious complementary toiletries: shampoo, conditioner, bubble bath, shower gel and sun tan lotion.

Not only were the rooms excellent but the food was delicious too. I particularly enjoyed the lobster salad whereas my friend, who does not like seafood, adored the ham and chive filo parcels. Please tell your chef how much we appreciated his cooking and those two dishes in particular.

I hope to visit you again next year for a week starting on the 13 August and bring a group of five friends. Please can you let me know if you will have two single rooms and two twin rooms, one with disabled access, at this time and send me a booking form.

Yours sincerely



J Brown

Letter writing

Writing formal letters – 1



You are going to write a formal letter to complain about bad food (and service) in a restaurant. Write to Mr R Brown, The Manager, Eat-up Restaurant, High Street, Anywhere, AY3 5TG.

Entry Level 1

Put your address and the recipient's name and address on the letter. Write that you had a bad meal and it made you ill. Try and write in sentences and check your spelling.

Entry Level 2

Put your address and the recipient's name and address on the letter. Write when you went for your meal, who was with you, that you had a bad meal and it made you ill. Try and write in sentences and check your spelling.

Entry Level 3

Write two short paragraphs: one about when you went for the meal, who was with you and what you ate; the other to say that it made you ill and you had to visit your doctor. Ensure your letter has the correct format. Write in sentences and check your grammar, spelling and punctuation.

Level 1

Write three paragraphs: one about when you went for the meal, who was with you, what you ate and how much it cost; the next to say that it made you and your companions ill and you had to visit your doctors; the last to ask for compensation. Ensure your letter has the correct format. Write in sentences, in a formal style and check your grammar, spelling and punctuation.

Level 2

Write four paragraphs: one about when you went for the meal, who was with you, what you ate and how much it cost; the next to say that it made you and your companions ill and you had to visit your doctors; the third to complain about the poor service; the last to ask for compensation. Ensure your letter has the correct format. Write in sentences, in a formal style and check your grammar, spelling and punctuation.

Letter writing

Writing formal letters – 2



You need to have completed the sheet “Planning a Formal Letter – 3” before you do this worksheet. You are going to use your plan to write the letter.

Make sure you write your letter in the correct format, including your address, the date, the name and address of the person you are writing to, and using the correct opening and closing phrases.

- (i) You will need to make up details, such as addresses and names, for the letters.
- (ii) Write rough copy of the text of your letter and proof read it first.
- (iii) When you are happy with the text of the letter, **then** re-write your letter in the correct format.

Entry Level 1

If you prefer, you can practise reading and spelling such details as your name, address and “letter” words (such as “dear”, “yours”, “faithfully”, “sincerely” or the names of the months) instead of writing a letter. If you do write a letter, try to write in sentences and check your spelling.

Entry Level 2

Try to write in sentences and check your spelling.

Entry Level 3

Write at least two short paragraphs. Ensure your letter has the correct format. Write in sentences and check your grammar, spelling and punctuation.

Level 1

Write at least three paragraphs, ensuring your letter has the correct format. Write in sentences, in a formal style and check your grammar, spelling and punctuation.


Level 2

Write at least four paragraphs. Ensure your letter has the correct format and try to include as many formatting options as possible (e.g. a heading in capital letters, ‘enc’, ‘cc’ and reference numbers). Write in sentences, in a formal style and check your grammar, spelling and punctuation.

Letter writing

Writing a short formal letter – 1

This worksheet is designed for Entry Level learners.

 You are going to write a short formal letter. The letter itself needs to be only a few sentences in length.

Make sure you write your letter in the correct format, including your address, the date, the name and address of the person you are writing to, and using the correct opening and closing phrases.

- (i) You will need to make up details, such as addresses and names, for the letters.
- (ii) Write rough copy of the text of your letter and proof read it first.
- (iii) When you are happy with the text of the letter, **then** re-write your letter in the correct format.

Choose from the following topics.

- 1) Write a letter to your child's school explaining that your child missed school because of illness.
- 2) Write a letter to a hospital cancelling an appointment and asking for another one.
- 3) Write a letter to a mail order firm asking for a catalogue.
- 4) Write a letter to a double glazing firm asking for a representative to visit you to plan a new conservatory.
- 5) Write a letter to... You choose

Letter writing

Curriculum mapping

Adult Literacy covers many aspects of the adult literacy curriculum from E1-L2. For further links find this resource on www.skillsworkshop.org

Functional English the main skills are highlighted below but exact coverage will depend on the learner group and how this resource is used.

Adapting this resource - for embedding the Level 1 and 2 Functional English criteria in vocational areas ask learners to look at scenarios and write letters directly related to their work area.

Functional English Writing Skill Standards	Coverage and range statements <i>The coverage and range statements provide an indication of the type of content candidates are expected to apply in functional contexts; however, relevant content can also be drawn from equivalent (school) National Curriculum levels and the Adult Literacy standards.</i> References: Ofqual (2009), Functional Skills criteria for English: Entry 1, Entry 2, Entry 3, level 1 and level 2. http://www.ofqual.gov.uk/qualification-and-assessment-framework/89-articles/238-functional-skills-criteria	
<ul style="list-style-type: none"> • Entry 1 Write short, simple sentences 	Use written words and phrases to present information	
	Construct simple sentences using full stops	
	Spell correctly some personal or very familiar words	
<ul style="list-style-type: none"> • Entry 2 Write short texts with some awareness of the intended audience 	Use written words and phrases to record and present information	
	Construct compound sentences using common conjunctions	
	Punctuate correctly, using upper and lower case, full stops and question marks	
	Spell correctly all high frequency words and words with common spelling patterns	
<ul style="list-style-type: none"> • Entry 3 Write texts with some adaptation to the intended audience 	Plan, draft and organise writing	
	Sequence writing logically and clearly	
	Use basic grammar including appropriate verb-tense and subject-verb agreement	
	Check work for accuracy, including spelling	
<ul style="list-style-type: none"> • Level 1 Write a range of texts to communicate information, ideas and opinions, using formats and styles suitable for their purpose and audience 	Write clearly and coherently, including an appropriate level of detail	55–60%
	Present information in a logical sequence	weighting
	Use language, format and structure suitable for purpose and audience	
	Use correct grammar, including correct and consistent use of tense	40–45%
	Ensure written work includes generally accurate punctuation / spelling & that meaning is clear	weighting
	in more than one type of text.	
<ul style="list-style-type: none"> • Level 2 Write a range of texts, including extended written documents, communicating information, ideas and opinions, effectively and persuasively 	Present information on complex subjects clearly and concisely	55–60%
	Present information/ideas concisely, logically, and persuasively	weighting
	Use a range of writing styles for different purposes	
	Use a range of sentence structures, including complex sentences, and paragraphs to organise written communication effectively	
	Punctuate written text using commas, apostrophes and inverted commas accurately	40–45%
	Ensure written work is fit for purpose and audience, with accurate spelling and grammar that supports clear meaning	weighting
	in a range of text types.	

To obtain an editable Word version of this resource: upload and share your own resources at www.skillsworkshop.org THANK YOU