

Greet

Dear Sir/Madam

State your purpose

I am writing to complain about a serious problem in my house, which I rented through your agency. The heating system in my house has completely stopped working.

Give/request information to support your purpose

This situation is causing many problems for us during this very cold weather. It is affecting my children's study, my husband's work, and my own health.

Give/request more information to support your purpose

I telephoned your agency on Thursday 27th January and spoke to one of your staff about the heating system. I explained the situation to her and she told me that the problem would be fixed in two or three days, but in fact nothing has happened. Seven days have now passed and I have not received any communication from your office at all. Naturally, I am very concerned about this.

Request action

Could you please send a repairman to fix my heating system as soon as possible? It is now urgent.

Close

Thank you for your attention to this matter.

Sign off

Yours faithfully,

(155 words)

Dear sir or Madam,

My name is Liam Test, I'm the student that got hurt in the accident in front of your row of bean-tins in your supermarket. Let me give you some details about the accident first. I was just going around the corner from the vegetables to beans when a pregnant woman crashed into me with her shopping cart. It was impossible to see each other before the accident because this special corner is very dark and the lights didn't even work, probably because the light bulbs were old and didn't serve anymore.

Anyway, the floor was very slippery and wet because the rain was dripping through the non-waterproof ceiling, so I slipped, fell, and knocked myself out on the bean-tins. I lost consciousness. Your insurance paid for the accident but let me just give you some advice to prevent further accidents in your supermarket: make sure your ceiling is fixed and the floor is dry. You could also arrange your customers to take care of each other. Always get the lights checked at least once a week and change damaged light bulbs immediately. This would help making your supermarket a safer place.

Sincerely yours,

Liam Test

(199 words)

Dear Sirs,

I was one of the passengers who took the flight from Narita (Tokyo) to Heathrow (London) on 5 August. Unfortunately, my suitcase did not come out after the flight. Although I have explained this to Mr. McDonald who was in charge at the Luggage Claim Office I have not heard from him as of now.

My suit case is a grey Samsonite whose size is 70 x 95 cm. There are 3 stickers on one side and 1 heart shaped sticker on the other side. My initials "AR" are also written on both sides.

There are a few books and a copy of my thesis in that suitcase, which I need for the conference on 19 August.

So, I would deeply appreciate it if you could give me a prompt reply at your most convenient. My flight number, luggage claim number and address are written below.

Flight No: NH 201

Luggage Claim No: 00026

Address: 64 Silver Street

London. NW16 5AL

Yours Faithfully,

(164 words)

Dear Dinky,

Sorry I haven't written for ages. I have been so busy over the last year and I never seem to have a minute to myself. You would be happy to know I am interested to pursue my Masters, in Electrical Engineering from Australia next year and I hope you can give some advice, I think I would prefer Melbourne because I know few people during my last visit there.

This year I am doing maths and physics at school and I hope to do well in my exams.

However, I really don't know which University to apply to, so could you send me some information about different colleges? Also you can find out what qualifications I need? For instance, as an international student, do I have to take an English test like the IELTS or TOEFL?

I hope you don't mind doing this for me. It is better to get this information from someone who lives in the country, so I hope to hear from you soon.

Many thanks,

Shiny

(172 words)

Dear Sir or Madam,

On January 10, 2007 I traveled from Tehran to Mashad on Iran Safar Bus Lines, bus number 114 departing Tehran at 7:10 am and arriving in Mashad at 5:30 pm the same day.

During this trip, I managed to lose both my cellular phone and a very important file containing some work notes and an outline of a project I was working on during the trip.

I was sitting in seat number 18C in the center section of the bus. It is possible that when I took my carry-on bag out of the overhead compartment the file and my phone slid out of the side of my bag.

I contacted your Mashad office as soon as I realized my phone and file were missing. I also returned to Terminal 7 parking, but the bus had already left. No one had any information about the missing items.

I would greatly appreciate your cooperation in helping me find these two items. The lost file is extremely important to me as it contains work related documents and cannot easily be replaced.

I have enclosed my business card with this letter. You can contact me at either number listed on the card.

I appreciate your prompt reply to this urgent matter.

Regards,

Richard Jones

Dear Sir,

I'm writing this letter to inform you about my accommodation while studying at New Brunswick University. I'm Mr. Alavi and if you remember I'm supposed to further my higher education. I had previously asked you to arrange my accommodation and you kindly provided me with the relevant information and fees about single accommodation at the residential hall. Now, something has changed affecting my plans. My wife who was denied visa has succeeded in obtaining her visa and thus she is going to accompany me and stay with me during my education. Sorry for all the trouble that you might undergo, but could you please provide me with a flat for a couple and cancel my previous arrangement. I accept all the charges or surcharges. I apologize for this change of plan and I'm sorry if I have caused any inconveniences. You know everything was unpredictable and there was no ray of hope for my wife to be granted visa.

Once again I apologize to you and appreciate all your efforts to arrange our accommodation. Looking forward to hearing from you.

Regards,
A. Alavi

Dear Mr. Collins,

I recently contacted your office in order to reserve a room in the Hall of Residence at your university. I had requested a room near the engineering faculty if possible. At that time, I thought that I would be traveling alone and a room in the Hall of Residence would have suited me perfectly.

Last week, however, I was informed that my wife, Mrs. Maryam Sadeqi, has also been accepted at your university and we will be traveling and beginning our studies together in the fall term. Would it be possible for you to change my request from single student status to married? I realize that married student accommodation may be more expensive. Further, as this new housing is in a different area of the campus, I would like to know about facilities in that area. Is it possible for you to introduce me to a website or send some information about what type of amenities are nearby?

Could you please inform me of the new price increase as well as any extra documents that may be required upon arrival at the university?

Thank you in advance for your attention to this matter. I apologize for any inconvenience this change may have caused and I look forward to attending the University of British Columbia in the fall.

Regards,

Babak Ghasemi

Dear Sir,

Last month, I was invited to attend a work shop at your university to update my teaching skills and abilities. I really enjoyed the work shop. I got acquainted with some authorities and they really contributed a lot to me. It was really a mature, scholarship forum. However, I have some suggestions to offer so as to improve your forthcoming work shop. During our two-day stay we suffered some inconveniences. The quality of food was awful and choices so meager. I think we could be charged and provided with better quality food. Let's not talk about our accommodation. It was worse than a 2-star hotel. Bed linens were quite dirty and roaches were crawling here and there. We couldn't take a shower because the water was not hot enough. Worst of all, the cooling system didn't function properly. I assume if just some hotels were booked for us, we could have afforded them.

Once again I acknowledge my heartfelt thanks and I look forward to attending the next work shop held at your university.

Best regards,
R. Jackson

Dear Sir or Madam,

I recently contacted Queensland University requesting information and a catalogue on your agricultural engineering course. I received my B.Sc. Degree in Agricultural Engineering from USC in the United States, and I am now interested in continuing my education in plant genetics.

I would like to apply for the spring term, which will start in approximately six weeks, on March 10. Is it still possible for me to apply and get an acceptance for the coming term? I have enclosed an online pre-acceptance form, photocopies of all required documents and my previous grade sheets. You will also find letters of recommendation from two of my professors. If you require more information or further documents, I can provide them by fax or email.

What I am most interested in is the class schedule. I would like to speak with an advisor about how to schedule my classes and also the cost of the classes, especially as I will have to pay non-resident fees for the first term.

Thank you in advance for your consideration. I look forward to receiving your reply.

Sincerely,

Sara Paknejad

Dear Sir or Madam,

Last week, I traveled by British Airways from London to Dubai, U.A.E. My flight number was BA 713 departing London Heathrow March 19, at 11:00 am and arriving in Dubai at 6pm the same day.

When I arrived in Dubai I realized my luggage had not been unloaded. I immediately went to the British Airways office in the airport and reported my luggage as lost. I completed a four page form and requested your agent to contact me as soon as my suitcases were found.

The following day I returned to the airport confident that my bags had been transferred. However, when I arrived none of the agents had any idea as to my report or my missing luggage. I filled out yet another report and was assured that my bags would be located that day.

It has now been more than one week and no one from your office has contacted me. My suitcases contain suits and clothing that I need for a conference I am attending this week in Dubai. It is imperative that my luggage is found.

Both suitcases are 4-wheeled brown leather with double locks on the front and a green leather strap on the top near the handle.

I am staying at the Four Seasons Hotel and can be reached there until Saturday, November 27. The telephone number at the hotel is 555-7293.

Please contact me as soon as my bags are located. I appreciate your prompt attention concerning this matter.

Regards,

Ryan Thompson

Dear Sir,

I rented a Lexus Sedan from your agency on Friday, 10 July from your airport office. At that time I was told that since it was the weekend, there would be a higher charge for the rental. I accepted and left the airport.

After only one hour of driving I was stopped by traffic control police because my tail light was not working properly. Even though I explained this was a rental I had just picked up I was given a ticket for \$75.

As I continued my trip, I suddenly became aware of a problem with one of the tires. When I got out of the car to investigate I found that the right front tire was flat. Fortunately there was a jack and a spare tire in the trunk, but I had to pay to have the damaged tire fixed and put back on. That was an additional \$45.

Lastly, as I arrived in Houston, the air conditioning in the car stopped working. I immediately phoned your agency and was told that all offices were closed and that I would have to wait until Monday to speak to someone.

I find this situation intolerable. I cannot understand how a company with your reputation for satisfaction would allow a car that is not in standard condition to be rented out, especially at the weekend.

I have enclosed copies of the charges incurred, in addition to the fee I paid for the rental. I expect recompense when I return the car to your agency on Friday.

Sincerely,

John Banks

Dear Madam Curator,

I am writing to inquire about the exhibit your museum is sponsoring called "The Secret Treasures of Egypt". I would like to have some additional information about this particular exhibit.

I teach World History at Marion High School here in the city. I have three classes that are currently studying Egyptian History and Civilization this term. I believe the students could learn many things from this exhibit. I would very much like to bring my students to your museum on an educational outing. Would it be possible for us to schedule a time?

I think it would be better to have a tour guide and an organized program with lunch and some other activities. Does your museum have a cinema or a star search program?

Could you please send me some information about the exhibit and any other programs you offer for school groups including general costs or any rules and regulations that may apply?

I look forward to hearing from you soon.

Regards,

Sima Mason

Dear Sir,

I am planning to bring a group of friends to your campsite on or around August 18. We plan to camp for approximately 5 nights.

Would it be possible for you to send us some information? I need to know if you have vacancies at that time of year, or is it necessary for us to make a reservation? Also, do we have a choice of where we set up our tents? We are really keen to be near the river if that's possible. We are hoping to do some fishing. Does your site have outdoor grills? We all enjoy outdoor barbeques. I am sure there are bathrooms and shower facilities, but what about electrical outlets? We will have some electrical appliances with us that require electricity.

Would it be possible for you to send me a catalogue detailing popular sites and camp locations in your area? Please be sure to include telephone numbers, guide maps and a detailed price list.

Thank you for your time.

Sincerely,

Mina Derakhshan

Dear Mr. Jobes,

As you know, I have been eagerly waiting to attend the Business Management Seminar that is being held by your company next week here in Melbourne. Unfortunately I have just received news that my father has had a heart attack and now he is in hospital. I am afraid I will be unable to attend the planned seminars. I leave for Hong Kong in the morning.

Could you tell me if there are any other seminars planned for later this year? I am eager to attend since I plan to open an office in the fall. I believe the skills and experience I can gain from your Management Skills Seminar will be quite useful for me.

I paid \$575 for the three seminars scheduled for next week. If there are no further seminars scheduled, could you please credit my Visa card for the amount paid.

Thank you for your time. I apologize for any inconvenience this may have caused.

Respectfully,

Ho Minh Li

Dear Professor Hines,

I am writing to inform you that I was involved in a car accident last week during Spring break. Unfortunately, I have broken my left leg and my collar bone. It seems that I will be unable to attend classes for at least one month.

I realize that I have missed the first week of classes because of my injuries, but I am hoping that I will be able to continue my lessons at home.

Could you tell me if the college has a home teaching program? What exactly would I need to do to enroll? I also have some friends who have agreed to bring me class assignments and to help me complete any work that needs to be done.

Another positive is that I live very close to the college, so that might make it easier for any teachers who would be willing to work with me. I would appreciate any help or advice you can give me.

My main concern at this point is not losing my scholarship because of the accident. If I am unable to maintain my GPA I risk losing my research position and the scholarship that comes with it.

I would appreciate any advice you can give me concerning this situation.

Sincerely,

Adam Gates

Dear Mr. Moore,

I read your advertisement in the morning news for a part-time waitress at your restaurant, Steak and Ale. I would like to apply for this position.

I am a 21 year old grad student at the University of Texas here in Dallas. For the past three years I have been working at Benigans Restaurant and Grill.

My main responsibilities are hostessing, waitressing and general customer service. I have been voted best server by our customers twice this year and most valuable employee by my co-workers. I have also passed all state required food handling licensing requirements and am currently enrolled in a health and sanitation food safety class held by the State. I will receive this qualification in two weeks.

I feel that, with my experience and talent, I am the best applicant for this position. My availability is Wednesday through Sunday from 4pm to 1am. I should also mention that I am fluent in Spanish and Farsi as well.

I would greatly appreciate the chance to interview for this position. My telephone number and email address are enclosed.

Sincerely,

Monika Simms

Dear John,

I had a tour round Iran and we were taken to different corners to enjoy our time. I couldn't believe my eyes when I saw for myself the most beautiful and awe-inspiring stalagmites and stalactites ever found in nature. We went to a city called Hamadan. In the proximity, 40 kilometers far from town, we were taken to a series of caves called Ali Sadr Caves. You take a ticket and wait for your turn in a queue. Then you have a ride in a boat and a guide takes you to different cavernous corridors and marvels of nature. It's cool and sometimes cold inside and you have to wear a warm jacket and a life vest. On your return from a 40-minute journey you can pop up into a traditional restaurant or cafe' there to sip a cup of tea or smoke water pipe or eat a pleasantly flavored local soup. I hope next summer we can go there to gather because I always enjoy your company on tours and I don't want you to miss such a great marvel of old Mother Nature.

I eagerly look forward to seeing you.

Yours,
Peter

Dear Director Myles,

My name is Jenna Clark. I am a third year Business Studies student at the college. Yesterday, I somehow managed to lose my student card. I did not realize I had lost my card until I tried to buy a one month bus pass and could not get a discount because I was unable to produce my student card.

I immediately contacted the admissions office and was told that I would have to pay a \$10 lost card fee and reapply for another card however it will take at least ten days to receive the replacement. Would it be possible for me to get another card before Friday? I usually take advantage of the discounts that are available for students on bus fare, the subway and cinema tickets, but the main problem I have is that I will not be able to do any banking without it and have no other means of getting funds. I would be very appreciative if you could arrange for me to get a card before the end of the week. I would be happy to pay any extra fees.

Thank you for your time and consideration. I apologize for any inconvenience this may cause.

Sincerely,

Jenna Clark

Jack,

Hey buddy! How are you doing? I just heard about your mom and dad's accident. How are they? Marina told me they have just been released from the hospital on Saturday. That must have been so frightening for you and your sister. I am so glad to hear that they are going to be ok. Please give them my regards. I am planning to drive down to see them some time next week.

So what's happening with you? Have you finished your finals yet? How did you manage that with your parents in the hospital? I've got finals for the next two weeks. I am so ready for spring break!

We have plans to fly out to L.A. for a few days. If you remember, my sister Elaina has a house on the beach. A week of sun, sand, and surfing. I'm really looking forward to it.

If your parents are doing okay, why don't you come too? I know Elaina and her family would love to see you and it would be a good chance for you to get away from some of the stress you've been under lately.

My parents send their regards. My mom is leaving tomorrow to visit your parents. My mom was so upset about the accident, but thankful that they weren't hurt worse. I think she plans on staying a week or so to help Marina take care of them.

Well, I guess I had better go. I know you are busy and don't have a lot of time to read long letters.

Take care of yourself and please come out to L.A. with us.

Write more later,

Tristan

39. For the past six months you have provided voluntarily help at a local school for 5-7 year-olds. Unfortunately you can no longer do this work.

Write a letter to the principal of the school. In your letter

- **explain what you have been doing at the school**
- **give reasons why you can no longer do the work**
- **apologise for any problems this may cause**

Sample Response A

Dear Sir,

I have been working voluntarily at your school serving 5-7 year olds. Now, I want to inform you that I can no longer cooperate with you. I was assigned to give some painting lessons to the kids and I was successful in conveying my skills to them. I'm sorry that I have to leave your school. I have an elderly aunt who needs my immediate attention and there is no one else who can rush to her help. I deeply apologize for any inconvenience you might undergo and have asked a couple of my artists with unparalleled talents in painting to replace me at your discretion. I miss the kids a lot and hope to see them again. I gain a lot at your school and look forward to seeing and serving you again.

Yours truly,
Jennifer Roberts