

# Unit 2

## Thanks and best wishes

### Get ready to write

- You want to thank these people. Would you write an email, write a letter or phone them?
  - a Your boss gave you a lift home last night. You don't know him/her very well .....
  - b A friend has agreed to offer a job to someone in your family .....
  - c A distant relative has sent you a present you don't want. ....
- How polite would you be in each situation? Add a tick ✓ for 'less polite/formal', two ticks ✓✓ for 'polite/formal' and three ticks ✓✓✓ for 'very polite/formal'.

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### A Letters of thanks and of sympathy

#### Look at an example

- 1 Tom has written a letter to Mr Korsimbi, the Managing Director of the Thai office of Littlebytes Software. The different sections of the letter have been mixed up. Decide on the correct order of the sections.

- Section
- 1 ...D.
  - 2 .....
  - 3 .....
  - 4 .....
  - 5 .....
  - 6 .....
  - 7 .....
  - 8 .....

- 2 Where on the page will you write your address and the date?
- .....
- .....

A Yours sincerely

B We also want to give special thanks to your staff who at all times looked after us and made us feel very welcome. Their hospitality and general support were a great comfort to us and put our troubled minds at rest. Fortunately, my father's recovery was speedy and we were able to return home after only three weeks.

C As you know my father, who works for your London office, was seriously injured in an automobile accident while on business in Thailand a few weeks ago. As a result of your kindness and generosity, he was flown by helicopter to the Bangkok Hospital in Phuket, where he received excellent treatment and care.

D 12 Castle Street

E PS Please give Mr Sanya, who drove us everywhere, our best wishes.

F My mother and I are writing to you to express our most grateful thanks for the assistance and courtesy we received on a recent and most urgent visit to your country to see my father in hospital.

G Dear Mr Korsimbi

H We hope one day to return to Thailand on a much happier and relaxed visit. In the meantime, please give our appreciation and thanks to all concerned.

**Did you know ...?**

There are small differences in salutations and closings in letters in different English-speaking countries. For example:

Salutations:

*Dear Mr. Smith:* (US)

*Dear Mr Smith or Dear Mr Smith,* (UK)

Closings:

*Sincerely,* (US)

*Yours sincerely or Yours sincerely,* (UK)

In business letters there is often a subject line, which tells the reader the topic.

US **Visit to the Thai Office**

Dear Mr. Smith:

UK

Dear Mr Smith

**Visit to the Thai Office**

**Learning tip**

Address the reader with the correct salutation (e.g. *Dear Sir or Madam*).

Always think about the person you are writing to and consider their feelings.

In polite letters, be positive and respectful.

You should try and write sincerely and honestly. However, write calmly in quite formal language even if your feelings are strong.

**3 Complete this sentence.**

The main purpose of the letter is to

**4 Is the style polite and formal, or friendly and informal?****5 In which section does the writer**

- a give general background ..... ?  
 b give the first reason for writing ..... ?  
 c give the second reason for writing ..... ?

**6 Tick ✓ the correct answer. The purpose of the last paragraph is:**

- a to finish the letter positively (by talking about the future and repeating thanks)   
 b to repeat what was said at the beginning

**7 Write one polite phrase from each paragraph.**

- a to express our most grateful thanks .....  
 b .....  
 c .....  
 d .....

**Plan****8 Read this article from a local newspaper.**

# Bitter taste for chocolate makers

**More than 100 jobs are to be lost with the closure of a well-known chocolate factory in our region. Sweetline says the announcement is part of a global attempt to cut costs.**

The announcement is a very sad one for the region since the plant has been with us for over 30 years and has become a part of the community.

The company says it will be doing all it can to inform those directly affected of alternative job opportunities and training options. It will be arranging a Jobs Fair where other local employers can exhibit and advertise job opportunities in their organizations.

Councillor Mandy Williams, Leader of Littleport County Borough Council, says: "As you would expect, we

regret the current situation. We feel particularly for the individuals affected and their families. We shall do all we can to help them secure their futures."

One employee, Dave Green, who has been with the company for over ten years says, "We all love working there and we feel betrayed and disappointed. Only last month Sweetline announced that local production was up, company profits were looking healthy for the year and the factory had a good future. We don't know why they're taking this action."

Mr Green describes his three teenage children as being "devastated" by the news. "They're all very sad and worried about my future."



9 You have known Dave Green quite well for a long time, although you are not close friends. You are going to write a letter to express your sympathy with his situation. Answer the questions below.

- a Think of your relationship with Dave Green and the purpose of the letter. Will your letter be
- very polite and formal?
  - quite polite and friendly?
  - very chatty and informal?
- b Which information will you use in your letter?  
 Highlight or underline the key phrases.

10 Tick ✓ the points you will include in each paragraph. You may tick more than one point.

Paragraph 1: Reason for writing

Expressing regret

Dave's feelings

Your feelings about the closure

Saying where you heard the news

Paragraph 2: Giving support

Expressing hopes for the future

Remembering your friendship together

Talking about positive points in the article

Paragraph 3: Making an offer

Offering general help

Offering to try and help find Dave a job

Offering to look after the children

### Focus on ... polite phrases

Remember: you have known Dave quite well for some time but you are not close friends. Also, it is a difficult situation.

- 1 Choose the best alternative for the letter and complete the sentence.
- a I'm really sorry to hear that you / ~~Sorry about you~~ are losing your job.
- b I know how much you / ~~Of course you really~~
- c No way will this mean that / I hope this doesn't mean that
- d Looking on the bright side / ~~On a positive note~~
- e Please let me know if / ~~Why not~~
- 2 Which of these will you use to finish?
- a Take care of yourself.
- b I wish you the very best
- c Yours sincerely
- d Yours faithfully

## Write

11 Write a draft of your letter in about 200 words. Write today's date below your address, e.g.

13 London Street  
Oxford  
14<sup>th</sup> December 20...

## Check

12 Reread your letter and check that the letter is clear and well organized, and that the style is appropriate. Make any changes that are necessary to your answer.

13 Identify the type of mistake in each of the following extracts. Use the following code: vocabulary (V), grammar (G), punctuation (P), spelling (SP), word order (WO) or verb form (VF). Then correct the mistakes.

- a I am sorry to hear that you are loseing your job.  
 (SP) losing
- b Having promised that only the last month the factory ...
- c ... while you are looking for another work.
- d Please let me know if youd like me ...
- e ... to look the children after at any time ...
- f I hope this don't mean that ...

14 Now go back to your draft and check for mistakes. Correct any mistakes you find.


### Learning tip

Try and get into the habit of reviewing your work in this order:

- 1 Content. *Is everything included that needs to be included? Is it all relevant?*
- 2 Organization. *Is the text structured and divided up clearly? Does it flow logically?*
- 3 Style. *Is the style appropriate? Think of your relationship with the reader and the reason you are writing.*
- 4 Language. *Is it accurate? Is there a good range and variety? Are the tenses consistent?*

Your work is not finished until you have edited your draft and tried to improve it.

**B A letter of congratulation**

- 1  You are the manager of Kingsway Travel. Magda, an ex-employee, has just graduated with an MBA (Master of Business Administration). Read the notes you made when she worked at Kingsway and listen to her message. Make notes of points to include in a letter of congratulation. Organize them under these headings:

- A Reason for writing  
B Recalling the experience of working with her  
C Wishing her well for the future

**APPRAISAL NOTES**

Magda is very intelligent and has a good business brain. She is clearly ambitious and in time will want to move on to a bigger, more demanding post elsewhere. She works extremely hard, is a good team-player and shows some leadership qualities. She always aims to give a first-class service to the customer and is polite and friendly.



- 2 Write your letter of congratulation in about 200 words. Do not write an address or date. Begin your letter *On behalf of everyone here at Kingsway Travel Agency, I ...*
- 3 Look at the **Audioscript** on page 90. Underline the most important information. Is there anything missing from your letter? Edit your answer.

**Focus on ...  
word choice**

Match these phrases with similar phrases from the Appraisal Notes and the answerphone message.

- a You have a quick mind for business a good business brain  
b You are very bright .....  
c Your ability to work with and inspire others  
.....  
d Your strong work ethic .....  
e Your commitment to quality customer service  
.....

**Class bonus**

You are going to write a letter of thanks or congratulation for a situation in your school/college. Examples:

- The Principal has promised to move your class into a bigger and better room.
- A teacher is getting married.

Work in groups to brainstorm ideas and prepare a paragraph plan. Tell other groups your ideas and compare. Each group then writes a letter. Show each other the letters and decide which one to send.

**Can-do checklist**

Tick what you can do.

- I can write a polite letter of sympathy.  
I can write a polite but friendly letter of congratulation.  
I can write in a polite and formal style when necessary.  
I can write in a polite and friendly style when necessary.  
I can use a good range of appropriate vocabulary when writing.

Can do



Need more practice

