

AN EMAIL / LETTER

1 Study the Part 2 exam task and answer the questions.

- 1 Who should you address your letter to?
- 2 Should you use a formal or informal style?
- 3 What should you include in your letter?

MODEL ANSWER

¹Begin with a formal salutation.

³Clearly state your opinion as required by the task.

⁴Give reasons for your opinion(s).

⁶End by stating what you want the recipient to do.

¹Dear Sir or Madam,

I was extremely disappointed to hear about the reduction in spending on your arts and culture programme. I personally feel that all the events the council runs are beneficial for members of our community, and ideally, we should save them all. Nevertheless, it is clear that one of the activities you have mentioned will need to be cut and ²I'm writing to express my opinion on this.

³I feel very strongly that the exhibitions by local artists should be preserved. ⁴There are several reasons for this. ⁵Firstly, the exhibitions are always well attended by people of all ages. School groups usually visit them as well as families with children and the elderly. ⁵Secondly, many local artists have launched their careers through these exhibitions and brought fame to our area. Thirdly, the council receives income from the sale of artwork, which partially covers the cost of running the exhibitions.

Although I do not support any loss of cultural activities, I suggest that music events for teenagers are a less valuable use of resources than art exhibitions. ⁴That is because they are aimed at a limited group of people. Many older teenagers have already left for college or university, so the events only benefit the 13–17 age group. Moreover, there are a large number of concerts and festivals in neighbouring towns that young people can attend quite easily.

⁶Therefore, I would like to request that you continue to promote local artists by maintaining the art exhibitions.

⁷Yours faithfully,

²Make the purpose of your letter clear in the first paragraph.

⁵Use sequencing language when you want to list your points.

⁷Close your letter in a formal way.

2 Study the model answer. Which cultural activity does the writer want to keep and why?

Due to lack of funding, your local council must spend less money on its regular arts and culture programme next summer. It has asked the public for their views on whether to cancel its music events for teenagers or exhibitions of work by local artists. Write a letter to the council giving your view and suggesting which activity should be saved, and why.

Write your **letter** in reply. You do not need to include postal addresses.

3 Read the task. Then choose the five most suitable sentences to include in an answer.

You see this ...

Your local library is due to close next year as it is expensive to run. You think the library should remain open. Write an email to your local council in which you give your reasons for wanting to save the library, explaining its importance to the community and suggesting two ways in which it could remain open in the future.

Write your **letter** in reply. You do not need to include postal addresses.

- 1 I've got to say that the library is absolutely brilliant, with some really cool books.
- 2 Not only is the library of importance to students, it is also essential for those who do not have computers at home.
- 3 I am writing with regard to the proposal to close Bexhampton Library.
- 4 The library shouldn't close because my grandma likes it there very much and uses it all the time.
- 5 One idea for keeping the library open would be to use volunteers to man the reception.
- 6 We must keep the library open because everyone agrees that the decision to close the library is completely stupid.
- 7 In conclusion, the library provides a range of valuable services to the community and should remain open.
- 8 Another suggestion is to hold regular fund-raising events to cover the cost of new resources.
- 9 Let's have a bake sale to get some money for books, because everyone loves cakes, right?

4 Match the unsuitable sentences in Exercise 3 to the reasons they are not appropriate.

- A** The language is too informal for the target audience.
- B** The statement is too vague and the tone is impolite.
- C** The reasons given should refer to benefits to the community, not just individuals.

5 Put the five suitable sentences from Exercise 3 in the correct place in the exam task plan.

Paragraph 1: The purpose of your letter

Sentence ...3...

Paragraph 2: Reasons for saving the library

Sentence

Paragraph 3: Ways it could remain open

Sentences and

Paragraph 4: Summary Sentence

6 Are the sentences below more suitable for a formal (F) or informal (I) email/letter?

- 1** I think it'd be a brilliant chance for you.
- 2** Don't forget to let me know how you get on.
- 3** I would be grateful for the opportunity to be involved with the project.
- 4** I've been to that park a couple of times.
- 5** I have travelled widely, which has given me a broader perspective on life.
- 6** We appreciate the effort you have made on our behalf.
- 7** Well, actually, I'm pretty good at working with others.
- 8** Could you provide me with further information on this?

7 Study the words and expressions in the Key language box.

KEY LANGUAGE FOR EMAILS AND LETTERS

	FORMAL LETTERS/ EMAILS	INFORMAL LETTERS/ EMAILS
Greeting	<i>Dear Sir/Madam, (name not known) Dear Mr/Mrs/Ms + (surname) To whom it may concern, (name not known)</i>	<i>Dear Jilly, Hi Brenda,</i>
Opening	<i>I am writing to respond to / apply for / complain about / apologise for ...</i>	<i>Thanks for your email. How's it going?</i>
Closing	<i>I look forward to hearing (back) from you (at your earliest convenience).</i>	<i>I'd better end there. Write soon / See you soon.</i>
Goodbye	<i>Yours faithfully, ... (after Dear Sir/ Madam) Yours sincerely, ... (if you know the name of the person)</i>	<i>All the best, Best wishes, Love from,</i>

8 Decide if the words/phrases below are more suitable for a formal or informal letter/email and which part of the letter/email you would find it in (opening, closing or goodbye).

- 1** Sorry for not writing sooner. *informal, opening*
- 2** Please do not hesitate to contact me if there is any other information you require.
- 3** I've been meaning to write for a while.
- 4** Let me know as soon as you can.
- 5** The purpose of this email is to ...
- 6** Regards,
- 7** Glad to hear that you're enjoying your new job.
- 8** Hope you are well.
- 9** Take care of yourself,
- 10** I hope I have provided you with the information you requested.

9 Read the exam task and use the table to plan your letter.

You have received the email below from a friend.

I'm thinking about doing a short course in photography this summer. I know you did one last year. Would you recommend it for a beginner like me? What features of the course did you find most useful and do you think it was value for money?

Thanks for your help!

Jacob

Write your **email** in reply.

	<i>IDEAS</i>	<i>USEFUL PHRASES</i>
Opening		
Most useful features		
Suitable for beginners?		
Value for money?		
Recommendation		
Ending		

10 Write your email. Write between 220 and 260 words.

11 Check your email and make changes if necessary.

- Have you started with an informal salutation?
- Have you referred to Jacob's email?
- Have you clearly stated whether you recommend the course for a beginner?
- Have you described the features that were useful?
- Have you explained whether you think the course was good value for money?
- Have you used appropriately informal language throughout?
- Have you ended your email appropriately?
- Have you used between 220 and 260 words?