



Five steps to better letters

- 1) **Plan your letter**
 - State your purpose for writing the letter
 - Make a list of all the points your letter should include
 - Check that you have all the information you need
- 2) **Develop your points**
 - Write sentences to express each of your points clearly
 - Use a style of language which is appropriate to your reason for writing and the recipient of your letter
 - Check the spellings of any words you aren't sure of
- 3) **Organise your points**
 - Put your sentences in order to help the recipient of the letter read and understand what you want to say
 - Group your sentences into paragraphs to help the recipient read the letter
- 4) **Present your letter**
 - Pick appropriate paper for your letter
 - Write or type clearly and neatly
 - Put your contact details and the date at the top of the letter
 - Write a greeting to suit the person you are writing to
 - State the subject of your letter
 - Add your paragraphs
 - State what you want to happen as a result of your letter
 - Write an appropriate sign off phrase
 - Sign your name
- 5) **Check your letter**
 - Check your letter carefully
 - Refer to your statement about why you are writing on your plan and ask yourself if the letter will achieve what you wanted it to.

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Red2Green's Stepping Stones training sessions

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Five steps to better letters - handout

Useful phrases for business letters

Openings:

The standard opening for formal correspondence is Dear...

Dear Sir

Dear Madam

Dear Sir or Madam

Dear Sirs

Dear Mr

Dear Mrs

Dear Ms

Dear Dr / Professor / Reverend

Useful phrases:

Thank you for your letter of [date] concerning	I apologise for the delay in replying
Thank you for sending me a [catalogue, quotation]	As stated in your letter/fax of [date]
Thank you for your enquiry of [date]	I wish to draw your attention to the
I refer to your letter of [date] concerning	I wish to inform you that
Further to our telephone conversation of [date]	I am writing to inform you that
I am writing to confirm our telephone conversation of [date]	I am writing to express my dissatisfaction with
I would be grateful if you could forward me a [price list, catalogue]	Please note that
I am contacting you regarding	Please find enclosed
I am writing to complain	

Closures:

I look forward to hearing from you	I trust that you will give this matter your urgent attention
I look forward to hearing your response	I hope you can settle this matter to my satisfaction
I would be most grateful if you would look into this matter as soon as possible	Please do not hesitate to contact me should you require further information
Please let me know as soon as possible what action you propose to take	Please contact me if you require further details

If you know the person's name use:

Yours sincerely

If you don't know the person's name use:

Yours faithfully