**FORMAL LETTER VS INFORMAL LETTER**

| **Formal** | **Informal** |
| --- | --- |
| There exist specific formats for specific situations to convey official and work-related conformity. | No specific format exists to write an informal letter and can be written according to the situation and communication needs of the writer and/or the reader. |
| **Consistency and repetitiveness** |
| Format is often repetitive and consistent | Format need not be repetitive and consistent |
| **Main elements** |
| Some of the important elements are address of the sender and the recipient, date and day, proper salutation, topic, body and proper signatures. | Some of the optional elements are date and day, salutations, body and a complimentary closing. |
| **Written expression** |
| Written expression is literate, neat and well-crafted. | Written expressions may be rough and chances of errors are higher than the formal letters. |
| **Purpose** |
| There are various reasons for writing a formal letter including job applications, inter and intra organizational communications, communication with customers etc. | The purpose of writing an informal letter is to send a message to a friend, family, relative or close acquaintance. |
| **Record keeping** |
| Record keeping might be required by the entity | Record keeping depends on receiver’s own wish |
| **Reply or response** |
| A formal written response is mandatory in many cases | Response depends on receiver’s judgment |

**Greeting**

**Greeting:** If you **know** the name - *Dear Ms/Mr/Mrs Smith,*

**(Sign off:** *Yours sincerely,)*

**Greeting:** If you **don't know** the name**:** *Dear Sir/Madam,*

**(Sign off:** *Yours faithfully,)*

**First paragraph**

In the first paragraph you are required to share your purpose of writing this letter to the particular company or organization. By using such phrases as:

* *‘I am writing in response to/with regard to…’* or
* ‘I would like to apply for the post/ position of…’

will help you to continue the idea and reason for writing this letter of application.

**Second paragraph**

Only after a few sentences of an introduction, in the second paragraph you may state some facts from your experience, such as: what have you graduated, in what kind of events have you participated in, maybe even your work experience, or volunteering - basically, any gained knowledge of yours. Use some of these phrases:

* ‘My qualifications include…’,
* ‘I have a good knowledge of …..’,
* ‘For the last ... years I have been studying/ working at the shelter maybe...’

**Third paragraph**

As to the third paragraph, here comes the opportunity for you to indicate your strengths, qualities and traits which will be suitable for the exact position. Such expressions as:

* *‘I think I might be useful in/for…’,*
* *‘The job would give me the opportunity to…’,*
* *‘Due to my ... qualifications, I could…’*

will help you out with this paragraph.

**Fourth paragraph**

In the fourth paragraph you are welcomed to ask any additional questions according to the position you are referring to. In this paragraph you may also mention the attachment of the CV, or a possibility of a future interview. The phrases you should use are:

* *‘I enclose my CV/ references from my previous employers.’*
* *‘I would be happy to attend an interview at your earliest convenience.’*

**Formal ending**

The last but not least - the formal ending.

* *‘I am looking forward to hearing from you’*

is the most common formal phrase that is used to end the letter, nonetheless, if you want to end the letter in a similar way - feel free to use the phrase

* *‘I hope you will consider my application’.*

**Sign off**

If you are writing in on a paper, your signature will be required; nevertheless, the main rule stays for both ways of signing off - virtual, or the real one: it depends on how you began the letter.

If your letter began with '***Dear Ms/Mr/Mrs Smith,'*** you can only sign off your letter with a phrase ***Yours sincerely,***

However, if your letter began with '***Dear Sir/Madam,'*** the only way have you must sign off is '***Yours faithfully,'.***

**Video explanation for informal short texts:** [*https://www.tavaklase.lv/video/aprakstosa-teksta-veidosana/*](https://www.tavaklase.lv/video/aprakstosa-teksta-veidosana/)

**WORD BANK**

*Dear Sir or Madam,*

*I am writing to complain about…*

*I am writing to inform you that…*

*I am writing to tell you about…*

*This happened when.....*

*In addition to this...*

*Furthermore....*

*I would also like to point out that...*

*It is my opinion that...*

*I expected...*

*I hoped...*

*I believed...*

*In addition...*

*How would you feel if...?*

*How would you respond if...?*

*I would like to suggest that...*

*To improve this situation, I think...*

*In conclusion…*

*Yours faithfully,*

*Yours sincerely,*