

## Business Letter

Adresse

Date ⇒ Monday, April 1st

Object : ...

Dear Sir/Madam

Dear Mr/Ms/Mrs + Surname

**1er paragraphe** = raison pour laquelle on prend contact  
S'il y a eu un premier contact

**Elaborer les paragraphes** selon le déroulement de  
notre propos

**Dernier paragraphe** = clôture (formule  
politesse/remerciement) + action à réaliser

Smart Buy  
22 Blue Street  
Paris  
WIB 6DH  
Phone: 071 066 429  
7 January 2012

Susan Fernandez  
14 Plowden Road  
Torquay  
Devon  
TQ6 IRS

Dear Ms. Fernandez

With reference to your order No. 5432 placed on January 2<sup>nd</sup>, I am writing to apologize for the delay in shipping the item. Unfortunately the specific model of camera you ordered is currently out of stock. It should be in stock by Monday. We are confident that we will be able to ship your order within the next three days.

Please contact us if you have any questions.

Thanks for being patient with us.

Yours Sincerely

Paul Smith  
Manager of Smart Buy

## Erreurs à éviter :

| <b>Informal letter</b>                   | <b>Formal letter</b>                                 |
|--|--|
| short forms <i>won't, we'll</i> etc      | No short forms                                       |
| uses the person's name only              | Uses formal titles ( <i>Datuk, Madam</i> )           |
| personal comments <i>I hope</i> , etc    | Avoid personal comments if possible                  |
| Assumes background knowledge             | Gives more details of time, place, etc               |
| Informal idioms ( <i>it'd be great</i> ) | Formal idioms ( <i>we would be honoured</i> )        |
| May use incomplete sentences             | All sentences are grammatically complete             |
| May use exclamation marks                | No exclamation marks                                 |
|  | Modal verbs <i>may, could</i> suggesting uncertainty |

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| <b>Informal English</b> | <b>Formal English</b>  |
|-------------------------|--|
| Although                | Despite the fact that/in spite of the fact that                    |
| And                     | In addition to/along with/besides                                  |
| Ask about               | Enquire about/to make an enquiry about                             |
| Ask for                 | request/make a request for/order                                   |
| Because                 | Due to the fact that/Owing to the fact/On account of the fact that |
| Believe/think           | Consider/regard/view   |
| But                     | However/nevertheless/Nonetheless                                   |
| Can                     | Be able to/be willing to/could                                     |
| Forget                  | Fail/neglect   |
| Happen                  | Occur/take place   |
| Happy                   | Pleased/delighted  |
| Help                    | Assist/aid/be of service   |
| Must                    | Need to/have to/be required to                                     |
| Problem                 | Issue  |
| Promise                 | Assure/guarantee   |
| Remember                | Recall   |
| Say                     | State/express/comment/remark                                       |
| So                      | Therefore/Thus/as a consequence/as a result                        |
| Start                   | Begin/commence   |
| Suggest                 | Recommend/Advise/urge  |

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Comment commencer la lettre :

I am writing in reference to...

I am writing with regards to...

I am writing on behalf of...

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Quelques formules de fin :

Yours sincerely

Best regards

Yours faithfully (UK)

Yours truly (US)

Kind regards (email)

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Formules de politesse : Please + vb ⇒ veuillez + vb

Please do not hesitate to ...

I am looking forward to hearing from you ...

Please deal with this matter urgently ...

I would really appreciate it if you could ...

If you require any further assistance, please do not hesitate to contact me ...

Give me a ring if you have any problems

## Exercice 1 : paragraphe

Dear Mr Mitchell,

I am writing in reference to the current situation with the Skipton Airport Project. We have a number of questions which **we hope you could answer**.

**First of all, could you please provide us with an update** on where you are on the Skipton Airport Project. We would also appreciate it if you could **clarify** what the current **issues** with the delivery system are, and confirm when you expect them to be resolved.

Trouver des équivalents anglais dans le paragraphe :

- 1)une manière de poser des questions
- 2)premièrement ...
- 3)problème
- 4)apporter plus de précision
- 5)tenir au courant

Exercice 2 : s'entraîner à rédiger un paragraphe

⇒ rédiger un paragraphe d'ouverture de lettre pour une demande de renseignements quant à une location de vacances

**Dear Sir/Madam, Dear Mr Jones**

**I am writing to you with regards to our accommodation this summer, in Barcelona, from July 5th to July 29th. I have a number of questions which I hope you could answer.**

**First of all, I would like to know precisely which floor is located on our flat since my daughter is disabled and can't use the stairs.**

**In addition to this, could you please clarify the amount of the deposit.**

Vocabulaire :

Accommodation = location

floor = étage

appartement = flat/apartment

escaliers = stairs

caution = deposit

Exercice 3 : Transformer les phrases en anglais informel vers un anglais formel

1) We forgot about this deal

⇒ **We failed to** deal with this

⇒ **we neglected to** deal with this

2) If you need help, call me

⇒ **If you need assistance**, please give me a call

⇒ **If you require any further assistance**, please do not hesitate to contact me