



INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

**Střední průmyslová škola strojnická Olomouc, tř.17. listopadu 49**

**Výukový materiál zpracovaný v rámci projektu „Výuka moderně“  
Registrační číslo projektu: CZ.1.07/1.5.00/34.0205**

**Šablona: III/2 Anglický jazyk**

**Sada: 2**

**Číslo materiálu v sadě: 9**

**Tento projekt je spolufinancován Evropským sociálním fondem a státním rozpočtem České republiky**

Název: A formal letter

Jméno autora: Mgr. Jana Novotná

Předmět: anglický jazyk

Jazyk: anglický, český

Klíčová slova: a formal letter, a letter of complaint, a job application

Cílová skupina: žák 3. ročníku

Stupeň a typ vzdělání: střední odborné

Očekávaný výstup: žák si procvičí psaní formálního dopisu, naučí se a procvičí fráze, které se ve formálních dopisech objevují.

Metodický list/anotace:

Žáci se na základě této prezentace naučí, jak správně psát formální dopisy v angličtině, a to konkrétně stížnost a žádost o zaměstnání. Na příkladech si procvičí typické fráze, které se využívají pro psaní těchto dopisů.

Datum vytvoření: 25. 1. 2013

# **1. A letter of complaint**

**86 Green Street  
Manchester  
BS4 1AB**

**Sam Stores Ltd.  
Customer Service Department  
78 Downs Road  
London GC3 8LO**

**28 January 2013**

**Dear Sir or Madam**

**I am writing to complain about the goods and service in one of your supermarkets.**

**Last Monday, I visited my local Sam Supermarket in Manchester to buy some groceries which you advertised as being extremely good value. However, most products were more expensive than in other shops. Moreover, when I got home, I also found out that some diary products were past their sell-by dates.**

**When I returned to the shop to make a complaint, I was told that all the product were fresh and a shop assistant also claimed that I had bought the products in a different shop, and refused to give me a refund.**

**I am very disappointed, and expect you to take some action immediately. I am enclosing a copy of the receipt for my purchase, for which I am expecting a full refund.**

**I look forward to hearing from you soon.**

**Yours faithfully,**

**Amanda Smith**

## The rules for formal letters:

- ✓ Write your address.
- ✓ Write the date.
- ✓ Write the name of the company/shop and its address.
- ✓ Start the letter *Dear Mr/Mrs/Miss*, etc. if you know the name of the person you are writing to, or *Dear Sir or Madam* if you do not.
- ✓ Say why you are writing.
- ✓ Organise all the information in a clear and logical way.
- ✓ Do not use colloquial language or slang.
- ✓ Finish the letter with *Yours sincerely* if you used the person's name at the start, or *Yours faithfully* if you did not.
- ✓ If you type a letter, include your full name at the end of the letter after your signature.

## Useful phrases:

- ❖ I am writing to complain about ...
- ❖ I am writing to report ...
- ❖ I would be grateful if you could ...
- ❖ Could you please...?
- ❖ I want to express my strong dissatisfaction with ...
- ❖ I demand a full refund.
- ❖ I expect you to send me a refund.
- ❖ I am enclosing ...
- ❖ I look forward to hearing from you soon.

## **Task 1:**

*Imagine that you have bought a new DVD recorder. Unfortunately, there is a problem with it.*

*Write a formal letter of 120 – 150 words to the manufacturer to complain about the problem.*

**Include this information:**

- say the type of the DVD recorder and say where and when you bought it.
- say what the problem is.
- tell the company you are returning the gadget and ask them to repair it or send you a new one.

## **Key (an example):**

43 Black Road  
Liverpool  
CL5 3LI

Customer Services Department  
The Best Electronics  
London SW3 6LO

3 May 2013

Dear Sir or Madam,

I am writing to report a fault with the new DVD recorder Xenon NO4 which I bought in your shop in London on 25th April.

When I opened the box with the DVD recorder, I found out that there were scratches on the case. Furthermore, the numbers on the display are completely invisible. I also found out that I could not play my old DVDs. One of them got stuck inside and I cannot take it out.

I am returning the DVD recorder to you with this letter. I would be very grateful if you could repair the fault. If this is not possible, could you please send me a new DVD recorder?

I look forward to hearing from you.

Yours faithfully,

Peter Swan



## 2. A job application

Mr David Harris  
The Barn School  
Green Road  
Liverpool ZA5 7OL

44 Peter Street  
Swindon  
SN2 5MT

3 March 2013

Dear Mr Harris

I have seen your \_\_\_\_\_ in the last Sunday s newspaper, and I would like to \_\_\_\_\_ for the full-time position of English teacher in your school.

For the past 6 years I have been teaching English in a secondary school in Bristol, so I have had \_\_\_\_\_ teaching pupils from 12 to 18.

I consider myself to be a \_\_\_\_\_, reliable and enthusiastic person. I am good at working in a team and I like working with young people. If necessary, I can \_\_\_\_\_ references from my current employer.

I would be very \_\_\_\_\_ for the opportunity to visit your school and discuss my application with you in person. I am available for \_\_\_\_\_ any day after 3 p.m.

I am enclosing my CV.

I look forward to hearing from you.

Yours sincerely,

Jane White

## **Task 2:**

***Read the job application and complete the text with these words:***

- **interview**
- **apply**
- **grateful**
- **advertisement**
- **supply**
- **experience**
- **hard-working**

# **Key:**

Mr David Harris  
The Barn School  
Green Road  
Liverpool ZA5 7OL

44 Peter Street  
Swindon  
SN2 5MT

3 March 2013

Dear Mr Harris

I have seen your **advertisement** in the last Sunday s newspaper, and I would like to **apply** for the full-time position of English teacher in your school.

For the past 6 years I have been teaching English in a secondary school in Bristol, so I have had **experience** teaching pupils from 12 to 18.

I consider myself to be a **hard-working**, reliable and enthusiastic person. I am good at working in a team and I like working with young people. If necessary, I can **supply** references from my current employer.

I would be very **grateful** for the opportunity to visit your school and discuss my application with you in person. I am available for **interview** any day after 3 p.m.

I am enclosing my CV.

I look forward to hearing from you.

Yours sincerely,  
Jane White

## **Task 3:**

***Put the words in the correct order.***

1. a reference / can / necessary / I / if / supply.
2. grateful / to / I / visit / opportunity / school / would / very / be /  
for / your / the.
3. CV / I / my / enclosing / am.
4. math / apply / the / full-time / I / to / position / would / for / like  
/ teacher / of.
5. consider / to / reliable / myself / hard-working / be / I / and.
6. interview / I / for / every / Monday / am / available / the.

## **Key:**

1. If necessary, I can supply a reference.
2. I would be very grateful for the opportunity to visit your school.
3. I am enclosing my CV.
4. I would like to apply for the full-time position of math teacher.
5. I consider myself to be hard-working and reliable.
6. I am available for the interview every Monday.

## **Použitá literatura:**

HAINES, S., STEWARD, B. *First Certificate Masterclass*. Oxford: OUP, 2004.

KOLEKTIV AUTORŮ. *Oxford Maturita Excellence*. Oxford: OUP, 2010.

vlastní zdroje