



# USEFUL VOCABULARY

Dear Sir / Madam / Company (for salutation or greeting)

Yours faithfully (If you do not know the name of the person, end the letter this way.)

Yours sincerely (If you know the name of the person, end the letter this way.)

## PHRASES USED TO DESCRIBE A SITUATION

I am writing to inform you that.....

I am writing to inform you of my dissatisfaction with.....

I am writing to ask / inquire about .....

## PHRASES USED TO DESCRIBE A PROBLEM

On 14 December 2011 I bought .....

I had difficulty in.....

## PHRASES USED TO DESCRIBE A SOLUTION

I am writing to ask you to please.....

Could I please ask you to.....

I enclose a copy of the invoice and.....

## USEFUL PHRASES FOR CLOSING

I look forward to receiving your explanation of these matters.

I look forward to receiving your payment.

I look forward to hearing from you shortly.

Please do not hesitate to contact me if you have any questions regarding this matter.

If you need any further assistance please contact me.

