

A What is the correct way to start a letter when you are writing to the following people?		
1	a married woman called Green	Dear Mrs Green
2	a married woman whose name you do not know	Dear Madam
3	a company when you are not writing to a particular person	Dear Sirs
4	a man whose name you do not know	Dear Sir
5	a man called White	Dear Mr White
6	an unmarried woman called Brown	Dear Ms Brown
7	a woman whose marital status is unknown to you	Dear Madam
8	an individual in a company whose name and sex are unknown	Dear Sir or Madam
B What is the correct and traditional phrase to use to finish a letter in these circumstances?		
1	You are writing a formal letter to a named person.	Yours sincerely
2	You start your letter 'Dear Sir'.	Yours faithfully

LETTER-  
WRITING  
PRACTICE

C Complete these sentences by adding one word in each space:	
1	I would like to <b>inform/remind</b> you that delivery is more than two weeks late on our order.
2	I <b>would</b> be grateful if you could let us <b>know</b> when we can <b>expect</b> delivery of the goods we ordered three weeks <b>ago</b> .
3	I am writing in <b>connection</b> with your advertisement <b>of</b> 10 October in 'The Times'.
4	I am <b>pleased/delighted</b> to enclose a catalogue of our products and look <b>forward</b> to <b>receiving</b> your order in due <b>course</b> .
5	Thank you for <b>sending</b> us the samples we requested. We will be <b>placing</b> an order in the near <b>future</b> .
6	Please do not <b>hesitate</b> to inform us if there are any problems with this contract.
7	Please feel <b>free</b> to contact me again if you have any more <b>queries</b> in this <b>matter</b> .
8	With <b>regard/reference</b> to your request for samples of our carpets. I <b>regret</b> to say that we are currently out of <b>stock</b> .
9	<b>Further</b> to our discussion of 10 July I am <b>pleased/delighted</b> to inform you that your offer has been accepted by the board. A contract will be <b>sent/despached</b> to you as soon as <b>possible</b> .
10	I am <b>sorry</b> to inform you that delivery will be delayed <b>due</b> to recent storms in the Channel.
11	<b>Could</b> you send me more information about your payment <b>terms</b> ? <b>Would</b> it be possible to pay in two <b>instalments</b> ?
12	We must <b>apologize</b> for the delay in <b>delivering</b> your order of 25 <sup>th</sup> July. This is <b>because</b> of a strike at our London warehouse.
13	We would be <b>glad/pleased</b> if you could <b>arrange/expedite</b> shipment of the goods as soon as possible.
14	We would <b>appreciate</b> it if you could expedite delivery of the pumps we ordered.
15	We no longer <b>supply/stock</b> the pump that you mention in your letter. <b>However</b> , we do have in <b>stock</b> an alternative model which we can <b>recommend</b> with confidence.