



نامہ نگاری در زبان انگلیسی

(رشته زبان و ادبیات انگلیسی)

دکتر منوچهر جعفری گهر

امروزه کتاب‌خوانی و علم‌آموزی، نه تنها یک وظیفه‌ی، که یک واجب دینی است.

مقام معظم رهبری

در عصر حاضر یکی از شاخص‌های ارزیابی رشد، توسعه و پیشرفت فرهنگی هر کشوری میزان تولید کتاب، مطالعه و کتاب‌خوانی مردم آن مرز و بوم است. ایران اسلامی نیز از دیرباز تاکنون با داشتن تمدنی چند هزارساله و مراکز متعدد علمی، فرهنگی، کتابخانه‌های معتبر، علما و دانشمندان بزرگ با آثار ارزشمند تاریخی، سرآمد دولت‌ها و ملت‌های دیگر بوده و در عرصه‌ی فرهنگ و تمدن جهانی بسان خورشیدی تابناک همچنان می‌درخشد و با فرزندان نیک نهاد خویش هنرنمایی می‌کند، چه کسی که در دنیا با دانشمندان فرزانه و نام‌آور ایرانی همچون ابوعلی سینا، ابوریحان بیرونی، فارابی، خوارزمی و ... و همچنین شاعران برجسته‌ای نظیر فردوسی، سعدی مولوی، حافظ و ... آشنا نباشد و در مقابل عظمت آنها سر تعظیم فرود نیاورد. تمامی این افتخارات ارزشمند، برگرفته از میزان عشق و علاقه فراوان ملت ما به فراگیری علم و دانش از طریق خواند و مطالعه منابع و کتاب‌های گوناگون است. به شکرانه‌ی الهی تاریخ و گذشته ما، همیشه شکوفمند و پر بار است، ولی اکنون در این زمینه در چه جایگاهی قرار داریم؟ آمار و ارقام ارائه‌شده از سوی مجامع و سازمان‌های فرهنگی در مورد سرانه‌ی مطالعه‌ی هر ایرانی، برایمان چندان امیدوارکننده نمی‌باشد و رهبر معظم انقلاب اسلامی نیز از این وضعیت بارها اظهار گله و ناخشنودی نموده‌اند.

کتاب، دروازه‌ای به سوی گستره‌ی دانش و معرفت است و کتاب خوب، یکی از بهترین ابزارهای کمال بشری است. همه‌ی دستاوردهای بشر در سراسر عمر جهان، در میان دست‌نوشته‌هایی است که انسان‌ها پدید آورده و می‌آورند. در این مجموعه‌ی بی‌نظیر تعالیم الهی، درس‌های پیامبران به بشر، و همچنین علوم مختلفی است که سعادت بشر بدون آگاهی از آنها امکان‌پذیر نیست. کسی که با دنیای زیبای و زندگی‌بخش کتاب ارتباط ندارد بی‌شک از مهم‌ترین دستاورد انسانی و نیز از بیشترین معارف الهی و بشری محروم است. با این دیدگاه، به‌روشنی می‌توان ارزش و مفهوم رمزی عمیق در این حقیقت تاریخی را دریافت که اولین خطاب خداوند متعال به پیامبر گرامی اسلام(ص) این است که "بخوان!" و در اولین سوره‌ای که بر آن

فرستاده‌ی عظیم‌الشان خداوند، فرود آمده، نام قلم به تجلیل یاد شده‌است: "إِقْرَأْ وَ رَبُّكَ الْأَكْرَمُ. الَّذِي عَلَّمَ بِالْقَلَمِ" در اهمیت عنصر کتاب برای تکامل جامعه‌ی انسانی، همین بس که تمامی ادیان آسمانی و رجال بزرگ تاریخ بشری، از طریق کتاب جاودانه مانده‌اند.

دانشگاه پیام‌نور با گستره‌ی جغرافیایی ایران شمول خود با هدف آموزش برای همه، همه‌جا و همه‌وقت به‌عنوان دانشگاهی کتاب محور در نظام آموزش عالی کشورمان، افتخار دارد جایگاه اندیشه‌سازی و خردورزی بخش عظیمی از جوانان جویای علم این مرز و بوم باشد. تلاش فراوانی در ایام طولانی فعالیت این دانشگاه انجام پذیرفته تا با بهره‌گیری از تجربه‌های گرانقدر استادان و صاحب‌نظران برجسته کشورمان، کتاب‌ها و منابع آموزشی شاخص و خودآموز تولید شود. در آینده هم، این مهم با هدف ارتقای سطح علمی، روزآمدی و توجه بیشتر به نیازهای مخاطبان دانشگاه پیام‌نور با جدیت ادامه خواهد داشت. به‌طور قطع استفاده از نظرات استادان، صاحب‌نظران و دانشجویان محترم ما را در انجام این وظیفه‌ی مهم و خطیر یاری‌رسان خواهد بود. پیشاپیش از تمامی عزیزانی که با نقد، تصحیح و پیشنهادهای خود ما را در انجام این وظیفه‌ی خطیر یاری می‌رسانند، سپاسگزاری می‌نمایم. لازم است از تمامی اندیشمندانی که، تاکنون دانشگاه پیام‌نور را منزلگاه اندیشه‌سازی خود دانسته و ما را در تولید کتاب و محتوای آموزشی درسی یاری نموده‌اند، صمیمانه قدردانی گردد. موفقیت و بهروزی تمامی دانشجویان و دانش‌پژوهان عزیز آرزوی همیشگی ماست.

ابوالفضل فراهانی

رییس دانشگاه پیام‌نور

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About This Book

The new version of *Letter Writing in English* consists of two parts and six chapters, as well as two sections for exercises and the related answer-keys. Part one is devoted to social letters while part two addresses business correspondence. Below, a summary of each chapter and a number of notes on how to study this book are presented.

Chapter one, *Social letter Layout*, presents the most usual structure and format of a social letter. Although there is a wide variety in the details of social letters, this chapter focuses on the most common features a social letter might have including the heading, salutation, body, closes, etc. This chapter also familiarizes the reader with the conventions of addressing letters. Adequate example sentences and sample letters display how each point is put to use in actual letter writing.

As mentioned above, each chapter provides the reader with ample samples of letters for different occasions. To save space on the pages, the beginning and end of each letter is marked by a line of asterisks (*). Moreover, the content of each sample letter is italicized to help the reader to distinguish between the content of the book and that of each letter.

Chapter two, *Social Correspondence for Different Occasions*, presents the most common types of social letters including invitations, congratulations for various purposes, thank-you notes, condolences etc., as well as the replies to them. Each section on a type of social letters contains several sample sentences and is followed by numerous samples of authentic letters. It is hoped that by studying these sentences and sample letters, the readers would soon develop the skill to write novel letters of their own.

Chapter three, *Letter of Personal Business*, can be roughly regarded as a mid-point between pure social letters and business letters. By studying this chapter, the reader is expected to learn how to write applications, resumes, recommendations letters, etc. Just like other chapters, this chapter provides the reader with numerous authentic samples for each letter type.

Chapter four, *Email, SMS, and Fax*, attempts to familiarize the readers with usual conventions of writing emails, SMSs, and procedures of using fax as a communication medium. It needs to be mentioned at this point that the presentation of email writing in a separate chapter is not intended to draw a sharp distinction between letter writing and email writing in content and format. In fact, today, emails have largely replaced traditional letters and follow many of the same conventions observed in social letters and business correspondence. Therefore, when a letter writing student learns how to write a social or business letter, she or he can easily adapt that same content and form to send and receive emails. In other words, emailing should be regarded as a medium of communication rather than a distinct format of written correspondence.

Exercises: Part one, follows chapter four and consists of multiple choice, fill-in-blank, open-ended and some other types of exercises. Doing these exercises will play an important role in the mastery of materials presented in the first four chapters. It should be

emphasized here that readers should refer to the answer-key section only after making adequate attempts at completing the exercises by themselves.

Chapter five, *Business Letter Layout*, is the first of the two chapters in part two on business correspondence. Although there is some similarity between the layout of social and a business letter, the chapter presents the most common features of modern business letters, either sent in print or by email.

Chapter six, *Business Letters for Different Purposes*, provides the reader with a relatively comprehensive inventory of business letters for various purposes. Likewise, this chapter offers numerous sample sentences and authentic business letters. Some of these letters have been produced for pedagogic purposes while many others represent real correspondence between different companies. The reader is advised to use these sample sentences and letters as models but do their best to be creative writers in their own specific letter writing activities.

Exercises, Part two, will help the reader to consolidate his or her learning of chapters five and six. Only by systematically doing the exercises of this section, will the reader make sure if she or he has learned the materials or not. Again, the reader is strongly advised to refer to the answer-key section after making adequate attempts at doing the exercises.

Finally, a couple of points should be made about this book in general. The author has tried to provide the reader with the most up-to-date materials on the content and samples of social and business letter writing. To do so, a number of sources and websites have been used. In some cases, part of the material has been paraphrased and in some other cases some materials have been adopted and adapted. This strategy was followed to make sure the content of this book reflects

what is actually being used by native speakers and experts in the field of letter writing.

It is a convention in academic texts to cite the references wherever some material has been borrowed from other sources. However, in texts produced for pedagogic purposes, i.e. in textbooks, the references to electronic and print sources are listed in the final reference section. The readers interested in having access to additional related materials can benefit from the sources and sites listed in the reference section of this book.

PART ONE

SOCIAL LETTERS

CHAPTER ONE

SOCIAL LETTER LAYOUT

1. The layout structure

The Longman Dictionary of Contemporary English defines *layout* as “the way in which writing and pictures are arranged on a page.” When it comes to letter writing, the word is commonly used to refer to the general arrangement of the different parts of a letter. The layout (or form) is very important because a well-arranged letter is certainly more effective and appeals more favorably to the eye of the reader.

There is a large variety of social letters for different occasions. Moreover, depending on the purpose of the letter and the person who will read it, a social letter may range from a very informal to a very formal one. Nevertheless, all types of social correspondence include all or most of the following parts:

1. Heading
2. Personalized letterhead
3. Inside address(for more formal letters)
4. Salutation
5. Body
6. Complimentary close
7. Signature block
8. Postscript (P.S.)

4 Social Letter Layout

Below, a brief and simple congratulation letter is displayed. The labels for different parts of the letter can help you see the layout distinctly. It is a good idea to memorize the different parts of the letter and their order at this stage. This can aid you a lot later in recognizing and producing a letter by yourself.

1- Heading (the writer's address and date)	<i>1-Bredgade 51 DK 1260 Copenhagen K DENMARK 17 may 20--</i>
2- Inside address (the receiver's address)	<i>2- Compuvision Ltd. Warwick House Warwick street Forest Hill London SE23 1JF UK</i>
3- Salutation	<i>3- Dear Mary</i>
4- Body of the letter	<i>4- Martha and I were really happy to hear about your marriage. Congratulations and wishing you all the best in life.</i>
5- Complimentary close	<i>5- yours</i>
6- Signature	<i>6- Kate Kate</i>
7- Postscript (optional)	<i>7- p.s.</i>

1.1 Heading

The use of heading is more common in business letters than social

letters. However, it is also recommended in more formal social letters. The heading of a letter usually includes the writer's address and the date. In most cases, it is written at the top right-hand corner of the first page of the letter. When the letter does not have an inside address, however, some writers prefer to place it at the top left-hand corner. Remember that heading should not include the writer's name. Here are some examples of headings:

(1) 1234 Riverton Lane
Apt.3W Tascaloosa, AL 23345
June 21, 20--

(2) 250 Commonwealth Avenue
Boston, Massachusetts 02123
February 14, 20--

(3) 84 Shariat st.
P.O. Box 1236
Tabriz, Iran
August 23, 20--

(4) Artesh Bld., Payame Noor Uni.
P.O. BOX 19395-4697
Tehran, Iran
May 9, 20--

NOTE: The headings number 1 and 2 belong to letters that are sent to another city inside the country, but number 3 and 4 are sent abroad. Although the above headings are very common, some writers may

6 Social Letter Layout

prefer a different style as shown below. Look at the first example below and try to find the difference with the ones that appear above.

- Lee Pharmacy,
456, Lalan Bandar Baru,
82000 Pontian,
Kuala Lumpur, Malaysia.
August 2nd, 20--

- 1234 Riverton Lane,
Apt.3W, Tuscaloosa, AL 23345.
June 21st, 20--

- 250 Tahrir Avenue,
Cairo, Egypt.
February 14th, 20--

- 84 Shariati st.,
P.O. Box: 1236,
Tabriz, Iran.
August 23rd. 20--

- Payame Noor Uni.,
P.O. BOX 19395-4697,
Tehran, Iran.
May 9th, 20--

As you can see, in this style there is a comma at the end of each line and a full stop is placed at the end of the last line. The day is given in ordinal form.

NOTE: In very informal letters, the heading may include the date only, and not the address. In that case, the date might alternatively appear on the top left-hand corner.

Look at the following samples:

NOTE: In this book, there are two clues to help the reader to distinguish the content from the sample letters: first, a line of asterisks (*) marks the beginning and the end of a letter boundary; second, the letters appear in *italics*.

1992 Park Street

Jackson ST 46788

September 27, 20--

Dear Sam,

I am sorry to hear that you have been hospitalized. I suppose that this sort of thing can happen to anyone. However, I am sure the doctors are doing all they can to put you back on the road to recovery.

I rang Dr. John and he said that you should be back on your feet in a week or so. We look forward to your return. Do not worry too much about how much work is left to be done. Get well first. Then the work can be done.

Sincerely,

Signature

Abbey

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June 23, 20--

Dear Jim,

I'm taking a vacation August 17-31 and I plan to spend it driving along the East Coast seeing the sights. I'll be in Maine August 23 -25, and would like to stop by and see you if you're going to be around those days. We could try out that new boat you got last year. Let me know if August 23-25 is good for you.

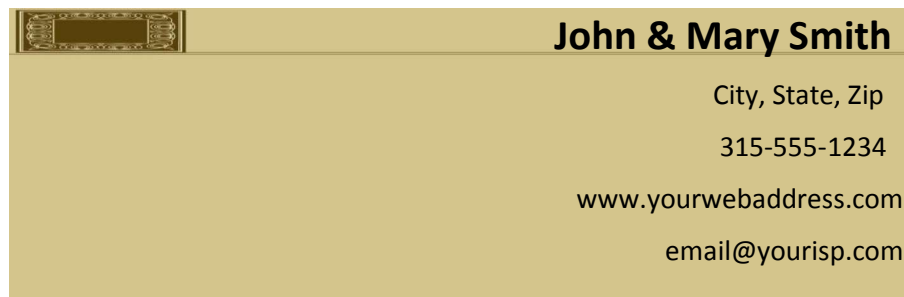
Sincerely,

Signature

Jack

1.2 Personalized letterhead

Like the heading, the use of letterheads is more common in business correspondence; however, some people might use personalized stationery which consists of their initials or their full names and addresses printed at the top of letter papers. Look at the following sample of a personalized letterhead:



In cases that you can make use of your own personalized stationery, which is certainly more appropriate in more formal correspondence, there is no need for a complete heading: you should only write down the date. The following sample will make this point clear:

*Sandra B. Wilhelm
47 Brigewater Road
Oxmoor, ST 21574*

May 26, 20--

Dear Sheila and Michael,

Sam and I would like to invite you to a dinner party on June 28 at seven o'clock. The party is an informal one to help welcome Jeffery Nirenberg, our new finance Director, and his wife Christine to the area.

We are hoping all of the officers of the corporation and their husbands or wives will attend. In addition, we are inviting a few other friends of Wilhelm and Cook to join us. We know that Jeffrey and Christine would be delighted if you would accept.

Please let us know only if you can't come. Our home number is 987-8613. If we don't hear from you, we'll be expecting you.

Best regards,

Signature

Sandy

1.3 Inside address

The receiver's address appears as the *inside address* and it is more commonly deployed in more formal correspondence. The inside address is written at the top left hand corner of the letter, single spaced, flush with the left margin and two lines above the salutation. It contains the reader's name, title (if any), company division or department or civic agency and the mailing address of the receiver. Here are some samples:

(1) Mr. James T. Farrell

10 Social Letter Layout

Senior Partner
Barrows, Farrell, & Yarby, Inc.
One East Madison
Chicago, IL 60603

(2) Mr. Peter long
Manager
Intercity Bank
58 Jalan Tharmin
Jakarta, Indonesia

(3) Dr. Simin Jahani
Head of English Department
Alzahra University
P.O. BOX 1234-6543
Tehran, I.R. Iran

(4) Mr. Ahmad Pakzad
Sales Manager
Raha Publishing Co.
344 Ziba avenue
Shiraz

NOTE: Letters 1 and 4 are sent to people inside the country, but the receivers of letters 2 and 3 live abroad.

1.4 Salutation

We can begin our very informal letters or emails with “hi” or “hello.” In most letters or emails, however, we use salutation which is a greeting to the person to whom you are writing. It is typed two lines down from the inside address (if any), or two lines up from the first sentence of your letter, flush with the left margin. In informal correspondence, the salutation is followed by a comma; in formal

letters, however, a colon is usually preferred:

- Dear Melanie, - Dear Senator Collins:
- Dear Khosro, - Dear Dr. Abdollah:

It is very important to know the proper form of salutation because it is not only good etiquette, it can also help to ensure that the recipient takes the letter more seriously. Below you get familiar with some forms of salutation.

- Dear Sirs: to a company
- Dear Sir: to a man if you do not know his name
- Dear Madam: to a woman if you do not know her name
- Dear Mr. Jones: to a man
- Dear Mrs. Jones: to a married woman
- Dear Miss Jones: to an unmarried woman
- Dear Ms. Jones: to a woman whose marital status is not known
- Dear John, to a friend or someone you know well

NOTE: There are two styles regarding the use of the abbreviations Mr., Mrs. and Ms. Some use them with a full stop, and some others without a full stop: Mr, Mrs, Ms. In this book, both styles are used.

Some other examples are:

- Dear Mary,
- Dear Professor .Jones,
- Dear Uncle Jamshid,