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# BUSINESS LETTERS

LETTER OF REQUEST

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## What is a Letter of Request?

It is a letter which is written to get:

- Certain information
- Permission
- Favour
- Service or any other matter

Which requires a polite and humble request

## Writing style and paragraphs of the Letter of Request

Written in a formal writing style  
(could/would modal verbs are used often)

It has 2-3 paragraphs:

- opening/main,
- closing

## Opening/Main paragraph

introduce yourself → your name (My name is...); your workplace/study place (and I work for; I am a student of....)

make your request → give any necessary details; (I am writing to request; to enquire about, etc...), if you need more than one item (additionally, I would also like to request....etc.)

## Closing paragraph

call for action →

restate your request and give date by which you need a response; state why you need the response by this date; if you are making a payment state the details of the payment

# Useful expressions

## How to construct a business letter?

<b>Salutation</b>	<ul style="list-style-type: none"><li>• Dear Mr. Brown</li><li>• Dear Ms. White</li><li>• Dear Sir</li><li>• Dear Madam</li><li>• Dear Sir or Madam</li><li>• Dear Sirs – if you don't know who will read your letter</li></ul>
<b>Starting</b>	<ul style="list-style-type: none"><li>• I am writing<ul style="list-style-type: none"><li>▪ to inform you that ...</li><li>▪ to confirm ...</li><li>▪ to request ...</li><li>▪ to enquire about ...</li></ul></li><li>• I am contacting you for the following reason / because...</li><li>• I recently read / heard about _____ and would like to know ....</li><li>• I have seen your advertisement in _____, I would like to ...</li><li>• I would be interested in (obtaining / receiving) ...</li><li>• I received your address from _____ and would like to ...</li></ul>
<b>Closing remarks</b>	<ul style="list-style-type: none"><li>• I look forward to hearing from you.</li><li>• Thank you in advance.</li></ul>
<b>Ending business letters</b>	<p>Sincerely, Yours sincerely,      } for all customers, clients Sincerely yours, Yours faithfully, - in more formal letters Best regards, - if you know the person and already have a working relationship with them</p>



# Letter of Request (example)

1234 NE Hancock Drive  
Woodinville, WA 98072  
October 11, 2010

Customer Service  
Dynamic Theatre Systems, Inc.  
1528 SE 3rd Avenue  
Portland, OR 97214-4432

Make your request in the opening paragraph – then give the specific details needed

Dear Sirs,

I am interested in possibly purchasing your Model X15 in-home cinema system and am writing to request some additional information about the product. Specifically, I need to know of any minimum wiring or other system requirements needed for installation. In addition, I would also like to receive a list of recommended upgrades.

Please send this Model X15 information by October 24. I would like to make my decision on the purchase of this product by November 1.

Your 'call for action' goes in the closing – what you want, by when, and why you need it by that date.

Sincerely

John Hines

# Writing tips

Be clear and specific! (use bulletpoints if necessary)

Be polite (your request is your need; always express your gratitude in the beginning and the end of the letter. → I would be grateful; Thank you in advance! etc)

Be short but not too short (write two paragraphs minimum and 3 max)

Proofreading is essential (check errors!)