WRITTEN COMMUNICATION IN ENGLISH

ENQUIRY LETTERS/EMAILS (FORMAL LETTERS)

**ENQUIRY**

Dear Sir,

Dear Sir or Madam,

Dear Sirs,

I am the Personal Assistant to the CEO (Chief Executive Officer) of an important American Company based in Milan. Ms Jacky Paltrow, my boss, would like to spend a short break in an Italian Art City in November.

She will be travelling with a friend, and would like to stay in a unique and fashionable hotel or serviced residence. Since my boss is very technological, she would also appreciate to find high-tech devices at the place.

During their stay, my boss and her friend would love to do some sports and would prefer to visit the city by bike.

They will travel by car, so they need some private parking facilities since my boss will be driving her Ferrari.

Thank you for your kind attention. I LOOK FORWARD TO YOUR PROMPT REPLY\*.

Sincerely yours,

Nancy Smith

*(\* = I AM LOOKING FORWARD TO YOUR PROMPT REPLY)*

*I LOOK FORWARD TO RECEIVING YOUR PROMPT REPLY*

Yours sincerely,

Faithfully yours,

Yours faithfully,

**REPLY TO AN ENQUIRY**

Dear Ms Smith, Dear Mr/Ms …. (Surname),

Thank you for your enquiry. I am glad to send you a very interesting proposal for a short break in Florence. The best type of accommodation in Florence for your boss and her friend in the month of November, from 13th to 15th, is Grand Hotel Mediterraneo, located in the very heart of the city centre. The hotel has beautiful twin rooms provided with all the most advanced facilities and the rate for a twin room per night, on a B&B basis, is 154 euro.

At the hotel it is possible to rent bikes for a few hours or the full day (see the attached price list).

Private parking is possible on site (reservation is needed) at an extra charge of € 20 per day.

Thank you for your kind attention. If you need any further information, (please) do not hesitate to contact us.

I look forward to hearing from you / receiving your confirmation.

Yours sincerely,

Barbara Bianchi