

Complaint letter

词汇:

complain against sb. about sth. 投诉.....

dissatisfaction with 不满于.....

put up with / bear / tolerate 忍受

awful 糟糕的

poor service 糟糕的服务

inconceivable 不可思议的

out of one's expectation 令某人大失所望

look into / go into / investigate 调查

incident / matter 事件

sanitary situation 卫生条件

bad manners 不礼貌

disturbance 干扰

nuisance 麻烦事

remedy 补救

solve 解决

recurrence 再次发生

句型:

1) I am writing to you to complain about ...

2) I am writing this letter to express my dissatisfaction with the computer I bought in your shop last week.

3) I would like to draw your attention to

- 4) I am writing to complain about one of your shop assistants for her unprofessional service.
- 5) There are some problems with the flat that I wish to bring to attention.
- 6) I can hardly bear /tolerate /put up with it any more.
- 7) Please let me know what you propose regarding this issue as soon as possible.
- 8) I trust that you will be able to take immediate action to correct these matters.
- 9) I hope we can resolve this matter quickly and amicably.
- 10) I hope that the authorities concerned will consider my suggestions and improve the situation as best as they can.
- 11) I sincerely hope that it will review its management system, with the view to providing, better service to the public.
- 12) I trust that you will now consider this matter seriously and make an effort to prevent the recurrence of this kind.
- 13) I will appreciate your willingness to make up for the loss.
- 14) I am sure you can understand that this problem is causing me big trouble and I hope it can be settled as soon as possible.

Request Letter

词汇:

take some time off work 休假

schedule 工作安排

has had previous dealings with 以前打过交道

take my place 顶替我

in my absence 我不在的时候

claim the insurance for sth 为...保险理赔

句型:

- 1) I am writing to request some unpaid leave next month.
- 2) I would like to take some time off work from June 4th to 9th.
- 3) I would need to be away from work for five days from May 10th to 14th.
- 4) XXX would be able to do this in my place.
- 5) I would be very grateful if you could
- 6) If there is anything else I need to provide, please let me know.

Inquiry Letter

词汇:

inquire about 咨询

seek 寻求

obtain 获得

regarding, concerning 关于

provide sb with sth 提供

inform. sb. of sth.通知某人某事

convenience 方便

look forward to (doing) sth.盼望...

prompt / immediate 及时的

take into account of sth. / take sth. into account 考虑到...

detailed 详细的

essential / necessary 必要的

grateful / obliged 感激的

appreciation 感激

be concerned about... 对...关心

句型:

- 1) I would like to obtain some information about...
- 2) I would like some detailed information on / about...
- 3) I am an overseas student who lives /studies in...
- 4) I am writing to you in the hope that I may obtain...
- 5) I wonder if there is a tennis club available.
- 6) I would be much obliged to you if you could let me know the procedures I have to go through.
- 7) Your prompt and favorable attention to my inquiry would be highly appreciated.
- 8) I am looking forward to a favorable reply at your earliest convenience.

Thank-you Letter

词汇:

appreciate 感激

convey / express one's appreciation 表示感激

cordial 衷心的

beyond words 难以言表

courtesy 礼貌

generosity 慷慨

grateful 感谢

gratitude 感激之情

hospitality 好客

moved 感动

timely 及时的

句型:

- 1) I take this opportunity to express to you my deep appreciation for the kind assistance you rendered me.
- 2) I wish there were a better word than “thanks” to express my appreciation for your generous help.
- 3) My appreciation to you for your generous help is beyond words. I wish I could repay it one day.
- 4) Please accept my most cordial thanks for your timely help, which I will always remember.
- 5) Thank you from the bottom of my heart for your kind help.

Apology Letter

词汇:

apologize to sb. for sth. 因为...向某人道歉

awfully 非常

behavior 行为

excuse 借口

failure 失败

fault 错误

forgive 原谅

ignorant 无知的

inconsiderateness 不顾及他人

inconvenience 不方便

make an apology 道歉

make up for it 弥补

misunderstanding 误解

negligent 疏忽的

offend 冒犯

overlook 忽略

regret 后悔

remedy 补救

remove 消除

shoulder the responsibility 承担责任

thoughtless 欠考虑的

句型:

- 1) I am awfully/terribly sorry for what I have done.
- 2) I feel very guilty for what I have done to you.
- 3) I am afraid what I have done has caused many inconveniences to you.
- 4) I regret to inform. you that I am unable to do...
- 5) Please accept my most cordial and humblest apologies for...once more.
- 6) I will try my utmost not to make such a stupid mistake again.
- 7) I am so sorry to have put you to so much trouble

Job Application Letter

词汇:

a solid theory foundation 坚实的理论基础

advertisement 广告

all-round 全面的

an intimate knowledge of 熟练的知识

applicant 申请人

apply for 申请

be available for an interview 可以参加面试

be qualified for 有资格

character/personality 性格, 个性

contact number 联系电话

competent 有能力的

diploma 毕业证

expected salary 期望得到的薪水

graduate (from) 毕业

have a good command of 对掌握熟练

interpersonal skills 人际关系的技巧

meet the requirements 满足要求

practical experience 实践经验

qualification 资格

vacancy 空缺

working experience 工作经验

句型:

- 1) I have read your advertisement in Jinan Daily for a position of a sales engineer.
- 2) I wish to apply for the position of...which you advertised in yesterday's Jinan Daily.
- 3) I am very interested in exploring the possibility of obtaining a position as a sales engineer with your company.

- 4) I read with interest your advertisement which appeared in...and would like to take up the challenge as a... with your firm.
- 5) After completing my four-year course at...university in 1991, I was employed by ABC company as a...
- 6) I believe I am well prepared, both psychologically and academically, for the post.
- 7) I believe I have the appropriate qualifications and experience for this post, and therefore, here I am enclosing my curriculum vitae.
- 8) Upon graduation, I first worked as...The following job was..., and currently I am working for...
- 9) I am available for an interview every afternoon. Please contact me at...
- 10) I hope that after reviewing my enclosed resume you will kindly give me an interview so that I can elaborate on my studies and working experience.
- 11) I hope you would consider my application favorably and grant me an interview.
- 12) With the kind of experience I have accumulated, I would expect a salary of not less than...

Study Pursuit

词汇:

pursue / pursuit 追求

enjoy worldwide fame 享有世界声望

further study 进修

admission (to)入学

entrance 入学

fine tradition of scholarship 良好的学术传统

graduate program 研究生课程

long-cherished desire 珍藏已久的梦想

prestigious 有声望的

relevant 相关的

tuition 学费

well-equipped 设备精良的

well-staffed 师资强大

句型:

1) I am deeply interested in your graduate program in the Dept. of ...and plan to apply for admission for the fall of 2000.

2) I am writing to request admission into the Dept. of...at your University for the spring semester of 2000. It is my long-cherished desire to pursue study of Computer Science at a university in Canada.

3) I would greatly appreciate it if you would forward the necessary materials and relevant information at your earliest convenience.

4) If you need any additional information, please do not hesitate to contact me.

5) Your university is a well staffed and well-equipped institute with a long history and a fine tradition of scholarship, enjoying a worldwide fame I will certainly feel greatly honored if I am fortunate enough to be admitted into it.

6) Would you please let me know the procedures for admission at your earliest convenience?

7) I am writing to inquire about the possibility of being accepted as a graduate student in your university upon my graduation.

8) I wish to pursue my Master's degree in your university.