



KAPITAŁ LUDZKI
NARODOWA STRATEGIA SPÓJNOŚCI



UNIA EUROPEJSKA
EUROPEJSKI
FUNDUSZ SPOŁECZNY



WSCHÓD BIZNESU 2

ZASADY PROFESJONALNEJ KORESPONDENCJI SŁUŻBOWEJ W JĘZYKU ANGIELSKIM

ARUP

PAG  **Uniconsult**

Analiza potrzeb – Needs analysis



- **Co? Do czego używasz angielskiego w pracy?**
- **Co? Co jest najtrudniejsze w korespondencji w j. angielskim?**
- **Z kim? Z kim korespondujesz po angielsku?**
- **Jaki? Czy to formalna korespondencja?**
- **Jak długo? Jak długo uczysz się angielskiego?**
- **Co? Co chcesz osiągnąć?**



LIST FORMALNY

FORMAL LETTER

List formalny – Formal letter



Wskazówki – list formalny

- **Adres nadawcy należy zamieścić w prawym, górnym rogu listu**
- **Data powinna znajdować się pod adresem nadawcy
Imię i adres odbiorcy po lewej stronie, poniżej daty**
- **W pierwszym akapicie należy podać cel korespondencji**
- **Zamykający zwrot grzecznościowy należy umieścić po lewej stronie**
- **Proszę uważać na początkowe i końcowe zwroty grzecznościowe**

List formalny – Formal letter



Dear Sirs, / Dear Sir/Madam,

.....

Yours faithfully

Dear Mr Hope, Dear Mrs Butler,

.....

Yours sincerely

List formalny – Formal letter



Przydatne zwroty – Useful phrases

Beginnings:

Dear Sir or Madam

To Whom It May Concern (bardzo formalne wyrażenie, gdy nie znamy nazwiska odbiorcy)

Dear Dr, Mr, Mrs, Miss lub Ms Smith (uwaga: jeśli nie znamy stanu cywilnego adresatki używamy formy Ms)

Dear Personnel Director

Dear Frank (w przypadku dobrze znanych osób)

List formalny – Formal letter



Przydatne zwroty – Useful phrases

Endings:

- **I look forward to hearing from you.**
- **I await your reply.**
- **With thanks for your help in this matter.**
- **With apologies for any inconvenience.**
- **I look forward to hearing from you at the soonest opportunity.**
- **I would be grateful for your prompt attention in this matter.**
- **Best wishes,**
- **Best regards, (w przypadku dobrze znanych osób).**

List formalny – Formal letter



Przydatne zwroty – Useful phrases

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- **I await your reply.**
- **With thanks for your help in this matter.**
- **With apologies for any inconvenience.**
- **I look forward to hearing from you at the soonest opportunity.**
- **I would be grateful for your prompt attention in this matter.**
- **Best wishes,**
- **Best regards, (w przypadku dobrze znanych osób)**

List formalny – Formal letter



Przydatne zwroty – Useful phrases

The Reference

- With reference to your advertisement in the Times / your letter of 23 rd March / your phone call today...
- In replay to your letter...
- Thank you for your letter of March 5 th .
- I am writing to inquire about / apologize for / confirm...

List formalny – Formal letter



Przydatne zwroty – Useful phrases

- **Requesting**

- Could you possibly?
- I would be grateful if you could...

- **Agreeing to Requests**

- I would be delighted to...

- **Giving Bad News**

- Unfortunately...
- I am afraid that...

List formalny – Formal letter



Przydatne zwroty – Useful phrases

- **Enclosing Documents**

- I am enclosing...
- Please find ... enclosed / attached.
- Enclosed you will find...

- **Closing Remarks**

- Thank you for your help.
- Please contact us again if we can help in any way / there are any problems / you have any questions.
- Please do not hesitate to contact us if you have any questions.

List formalny – Formal letter



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List formalny – Formal letter



Przydatne zwroty – Useful phrases

- **Reference to Future Contact**

- I look forward to hearing from you soon / meeting you next Tuesday / seeing you next Thursday.

- **Thanking the Potential Customer for His/Her Interest**

- Thank you for your letter of ... enquiring (asking for information) about ...
- We would like to thank you for your letter of ... enquiring (asking for information) about ...

List formalny – Formal letter



Przydatne zwroty – Useful phrases

- **Providing Requested Materials**

- We are pleased to enclose ...
- Enclosed you will find ...
- We enclose ...

- **Providing Additional Information**

- We would also like to inform you ...
- Regarding your question about ...
- In answer to your question (enquiry) about ...

- **Closing a Letter Hoping for Future Business**

- We look forward to hearing from you / receiving your order / welcoming you as our client (customer).

List formalny – Formal letter



Kenneth Beare
2520 Visita Avenue
Olympia, WA 98501
September 12, 2006

Jackson Brothers
3487 23rd Street
New York, NY 12009

To Whom It May Concern,

With reference to your advertisement in yesterday's New York Times, could you please send me a copy of your latest catalogue. I would also like to know if it is possible to make purchases online.

Yours faithfully

(Signature)

Kenneth Beare
Administrative Director
English Learners & Company

List formalny – Formal letter



Jackson Brothers
3487 23rd Street
New York, NY 12009
September 12, 2006

Kenneth Beare
Administrative Director
English Learners & Company
2520 Visita Avenue
Olympia, WA 98501

Dear Mr Beare,

Thank you for your enquiry of 12 September asking for the latest edition of our catalogue.

List formalny – Formal letter



We are pleased to enclose our latest brochure. We would also like to inform you that it is possible to make purchases online at <http://jacksonbros.com>.

We look forward to welcoming you as our customer.

Yours sincerely

(Signature)

Dennis Jackson
Marketing Director
Jackson Brothers

Struktura listu formalnego



Business letters

The introduction consists of the

- **heading** (the sender's return address)
- **date** (the month, day, year on which the letter was prepared)
- **inside address** (the name and address of the receiver)
- **salutation** (a greeting like Dear Ms.)

The **body of the letter** contains the message the writer needs to send.

- **The conclusion consists of a complimentary closing** (like Yours truly or Sincerely)
- **signature** (sender's name written in pen)

Rodzaje listów - types of business letters



- **Writing order letters**
- **Letter of application**
- **Letters of inquiry and request**
- **Response letters**
- **Letters of complaint**

List formalny – Formal letter



Słownictwo formalne wykorzystywane w specjalistycznej korespondencji

- on written request
- order to be confirmed
- as requested
- at your earliest convenience
- please allow us
- at your expense
- please send us
- to act on behalf of
- on arrival of the goods
- on behalf of
- to be delighted to

List formalny – Formal letter



Słownictwo formalne wykorzystywane w specjalistycznej korespondencji

- **as far as I'm concerned**
- **to be delighted to**
- **as far as the payment is concerned**
- **as soon as possible**
- **to pay the maximum attention to the matter**
- **at your convenience**
- **payable in advance**
- **always at your service**
- **on condition that - provided that**
- **on delivery**



FAX



Profesjonalne e-maile



Wskazówki – Useful tips

- **E-maile powinny być jak najkrótsze (jeden ekran)**
- **Zawartość powinna być spójna logicznie – zwroty podobne jak w „formal letters” (Firstly, ...)**
- **Ważne informacje powinny być podkreślone poprzez np. pogrubienie tekstu**
- **Ważne części e-maila powinny być mieć odnośnik w tekście:**
 - See below...
 - Please find attached...
 - My responses can be found directly after each of your questions.
 - See paragraph 3 for full details.
 - See below for further information.



Słownictwo typowe dla poczty elektronicznej:

- **sender**
- **receiver**
- **bcc (blind carbon copy)**
- **cc (carbon copy)**
- **disclaimer**
- **netiquette**
- **subject line**
- **ASAP**
- **to cc someone into an e-mail**



e-mail



- **Brief**
- **Important points at the top**
- **Bullets and numbering**
- **All rules of good writing**

Making Messages Effective



- **Clear**
- **Complete**
- **Correct**
- **Save reader's time**
- **Build good will**

e-mail



To: Harrison@mail.com
From: Grisham@company.com
Cc:
Bcc:
Subject: Sales Manager Post

Dear Mr Harrison

Thank you for your e-mail expressing interest in the above vacancy.

Please confirm whether you would prefer to receive an application form and further details by e-mail or in hard copy by post.

If you have any questions, please do not hesitate to e-mail or phone me.

Yours sincerely

Anna Grisham

Personnel Assistant

Grisham@company.com

e-mail



Travel Express

35 Windmill Street

Ely EM2 9TR

UK

Tel: +44 0 7665 409537 (extn 392)

Fax: +44 0 7665 409500

<http://www.travelexpress.com>

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Mail

Favorite Folders

- Inbox
- Unread Mail
- For Follow Up
- Sent Items
- Inbox in Thurrott Dot C

All Mail Folders

- Personal Folders
 - Deleted Items
 - Drafts
 - Inbox
 - Junk E-mail
 - Outbox
 - Sent Items
- Search Folders
- Thurrott Dot Com
 - Inbox (618)

Mail

Calendar

Contacts

Tasks

Inbox (Filter Applied)

Arranged By: Date Newest on top

Today

Glen Worthey	2:05 PM	thanks and kudos
Mercedes-Benz	1:54 PM	You're invited to the Mercedes-Benz C ...
xxxxxx xxxxxx	5:56 AM	missing page on winsupersite.com and ...

Yesterday


Darren Blackley	Mon 10:00 PM	RE: WinInfo Daily UPDATE--July 7, 2...
Joel Sider	Mon 8:58 PM	Windows Powered NAS Unit Share Goe...
Ever Morataya	Mon 7:12 PM	
Chris GS	Mon 3:52 PM	RE: Personal Ad
Rich Armstrong	Mon 3:06 PM	The reason the Mac survived past the ...
Brandi Muller	Mon 2:56 PM	Windows Small Business Server 2003 p...
Driscoll, James	Mon 12:51 PM	Checking in from NetIQ
Arthur Erickson	Mon 9:54 AM	Linux
Crowley, Denis	Mon 7:26 AM	W2K3
Ramesh Kapoor	Mon 3:55 AM	Compatibility of Software with Windows...
Travis Wourms	Mon 3:35 AM	Question about sound schemes
John m Bell	Mon 2:59 AM	Clean install of Windows XP

Sunday

You're invited to the Mercedes-Benz C Spot Drive Party

Mercedes-Benz [mbusa-ecampaigns@sga.mbusa.com]

To: paul@thurrott.com



A driving and lifestyle event unlike any other

22567P

The 2003 Mercedes-Benz C Spot Drive Party is coming your way, and your free backstage pass puts you behind the wheel and in the middle of the action. Use the reservation number above to reserve a spot for you and a friend at C-SpotDriveParty.com. And remember, it's first-come first-served and spaces are limited to this exclusive event, so make your reservations NOW.

How's this for driving action? At each stop on the 16-city tour, the exciting Mercedes-Benz C-Class will kick the

e-mail



Przeczytaj zanim wyślesz



Questions?





DZIĘKUJĘ ZA UWAGĘ