**نموذج ايميل رسمي بالانجليزي جاهز**

**1- النموذج الأول للإيميل الرسمي باللغة الإنجليزية**

Dear Mr ……… ,

I recently received a letter from a Mr ………. , a valued customer of ours. He purchased an Italian coffee table and four French dining-room chairs from us which your company delivered to his residence. He has written to complain that the purchases arrived damaged. We pride ourselves in the quality of our products and would like an explanation as to how this mishap occurred. Even though the items are insured, our reputation is at stake. I would be most grateful if you would reply as soon as possible so that this matter can be resolved to everyone’s satisfaction

Sincerely

Customer Services Manager

**2- النموذج الثاني للإيميل الرسمي باللغة الإنجليزية**

Dear Sir,

I am writing this letter to complain in the strongest terms about the poor service that I have received from your company. We signed up to your telephone and internet service package two months ago because your advertising suggests that you are better than Telecom. In addition, you promise to deal with problems quickly and efficiently, something that Telecom were unable or unwilling to do. However, in the first month of service you managed to cause me to lose two days' worth of business because of poor administration. The main problem was that you failed to provide me with the correct telephone number, 9818 8747, that you had promised when I completed the contract. This phone number was an established business line which I had been using for the last three years. Obviously this meant that my clients were unable to contact me and it cost me many hours of phone calls to resolve the matter with your support center. I would appreciate it if this situation could be resolved and a substantial rebate offered on my first three month’s account.

I look forward to hearing from you soon.

Yours Faithfully

**3- النموذج الثالث لايميل رسمي باللغة الإنجليزية للصديق**

Dear my friend Jack,

How are you and your family and friends? I hope you are all okay. I am writing this letter to give you an advice because I heard you are addicted to Facebook. First [First], you should organize your time. Besides, you should do your school duties first. In addition, you should take up a hobby like jogging. On the other hand [on the other hand] you should not spend so much time on Facebook. Also, you should not stay up very later. Furthermore, you should not put the phone next to your bed when you go to sleep.

I hope that this piece of advice will help you get rid of Facebook addiction.

Take care my friend and goodbye

Your best friend Mohamed.