14.0 OBJECTIVES

After reading this Unit, you will be able to:
• describe what is external official correspondence;
• explain the differences between formal and informal letters; and
• write letters related to your context for example, Letter of Enquiry, Letter Seeking Information (query letter), Letter of Quotation and Follow up Letter

14.1 WARM UP

The Five Laws of Library Science expounded by the world renowned librarian and teacher of library science Dr. S R Ranganathan, speaks volumes about the importance of library customers (Ranganathan called them “readers”). About 80 years have passed since he expounded these Laws. Librarianship has changed dramatically during these years. Application of computer and communication technology has transformed the way libraries function, and this in turn has made a significant change in the expectations of library users. In spite of all these changes, Ranganathan’s Five Laws are still relevant today.

The Five Laws are:
1) Books are for use
2) Every book has its reader
3) Every reader his book
4) Save the time of the reader
5) Library is a growing organism

If you dive deep into these Laws, you will notice that the “reader” or customer is implied in each one of them, especially the first four Laws. Read the book *Five Laws of Library Science* by Ranganathan and discuss each of the five laws and its implications on communication with library users.

### 14.2 INFORMAL AND FORMAL LETTERS

There are two letters written by the same person for different purposes. Are they the same in tone, format and content? What is same / different about them?

#### Letter 1

Apt # 505  
Himalaya Apts.  
Sector-9, Dwarka  
New Delhi – 110075  

Date: 23rd February 20xx

Dear Jatin,

How are you? I hope you are fine. I am on vacation. I am really enjoying myself reading. I have four books beside me and I am reading them one by one. I have borrowed them from my local library which fortunately keeps the latest books. At the moment, I am reading this wonderful thriller ‘Gone Girl’ by Gillian Flynn. It is quite the rage these days. I won’t tell you the story but do buy it or borrow it from a library. After you read it, it will be nice discussing the book with you.

How are your parents and others at home? Are you still working for The Heritage Library? When are you coming to Delhi? Do make it soon. Convey my regards to your parents.

With love  
Samar

---

#### Letter 2

To  
The Marketing Manager  
*The Entertainers*  
Jhandewalan  
Delhi  

Date: 22nd February 20xx

Sir,

**Sub: Constant automatic shutdown of computer**

We had written to you earlier and also complained several times verbally that the Personal Computer I bought from your showroom last month automatically shuts
down every few minutes and the matter typed gets lost. This is causing great hardship to me and is also considerably delaying my work.

From time to time, mechanics from your office have looked into the problem. However, they are unable to solve it.

I would be very grateful if some permanent measures are taken to resolve the issue at the earliest.

Thank You

Yours Sincerely
Samar

(Apt # 505, Himalaya Apts.
Sector-9, Dwarka, New Delhi - 110075)

Both letters are examples of external correspondence but the second letter is formal in tone and the content is in the nature of a complaint. The first letter is informal, casual in content and context.

### 14.2.1 Differences between Formal and Informal Letters

The differences between formal and informal letters are described in the Table 14.1.

<table>
<thead>
<tr>
<th>Formal letter</th>
<th>Informal letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is written to make a specific point to a person/organisation known or unknown to us.</td>
<td>It can address different topics and is written to people you know.</td>
</tr>
<tr>
<td>Its primary aim is to convey information.</td>
<td>Generally it deals with private thoughts, feelings and topics of interest to the person to whom the letter is addressed.</td>
</tr>
<tr>
<td>It contains certain linguistic features which are formal in nature.</td>
<td>It contains expressions which characterise conversation – exclamatory expressions (How lovely!), questions (Why don’t you come?), contracted forms (It’ll take some time), etc.</td>
</tr>
<tr>
<td>It may talk about different subjects and even ramble a bit. There is no sense of organisation or logical continuity.</td>
<td>It may talk about different subjects and even ramble a bit. There is no sense of organisation or logical continuity.</td>
</tr>
</tbody>
</table>

**Activity 1**

Can you add some more differences?
There are norms with regard to structure and layout for official letters. One commonly accepted format is described in this section.

Indira Gandhi National Open University
Faculty of Library and Information Science
Maidan Garhi, New Delhi -110068
Phone. 011-11111111

12 October 20xx

The Librarian
Gurgaon

Dear Dr

Subject:

This layout has been firmly established as the most popular way of setting out letters, fax messages, etc. in business communications. The main feature of the fully blocked style is that all lines begin at the left hand margin. F

Open punctuation is usually used with the fully blocked layout. This means that no punctuation marks are required in the reference, date, address, salutation and closing section. Of course, essential punctuation must still be used in the text of the message itself. F

It is usual to leave out one clear line between each section. It is believed that this format is easy to produce, formal and makes good design sense. F

Please feel free to contact us for further details. G

Yours sincerely

John Abraham
Consultant

Encl: samples of letters
Copy:
All students
All faculty members

Now let us look at what the letters A to K stands for:

A. The letterhead, produced for the organisation as a whole.

B. Date: The popular format is day/month/year. Style dictates spelling out the month.

C. The recipient’s address.

D. Salutation: If the name of the recipient is used in the address in the letter, it is the normal practice to use a personal salutation. For example:
Dear Mr. Khan, Dear Ashok, Dear Ms. Sharma, etc. On the other hand if the letter is generally to the organisation, then the more a formal salutation is the norm. For example: Dear Sirs.

E. Subject line: To give an indication of the subject or content of the letter. This line is normally placed one clear line space after the salutation.

F. Body of the letter: As already mentioned earlier, the fully blocked format is the most popular formatting for letters; business or otherwise.

G. ‘Taking leave’ note: This is meant to conclude the letter. Do it with a positive, future-focused tone.

H. Complimentary close: The close depends on the level of informality established by the salutation. Two most common closes are “Yours faithfully”, used with Dear Sir/Madam and “Yours Sincerely” used with personalised salutations, Dear Mr. Khan, Dear Ms. Sharma, Dear Ashok.

I. Name of the sender and designation: The name of the sender and designation are important in business/official letters. In the case of a job application, a clearly spelt out name is equally important. When a letter is signed on behalf of the sender, it is usual to indicate this by writing “for” or “pp” in front of the sender’s name.

J. Enclosures: List the brief title(s) of the enclosure(s).

K. Copies circulated (CC): This is for the information of the recipient that you have copied the letter to X, Y and Z.

14.3.1 Organising the Content

We just discussed the layout and physical organisation of a letter, in the above section. What about the body or content of the letter? As in any piece of writing, the better organised the writing, the more effective the communication. Though content can be organised in several ways, one most popular way is as follows:

i) Opening greeting/salutation
ii) Connecting with the reader
iii) Giving a reason for the letter/stating the purpose
iv) Giving information or news
v) Making the request/agreeing to a request
vi) Specifying the action that needs to be taken
vii) Concluding/“leave taking” note
viii) The closing.

14.4 THE LANGUAGE OF OFFICIAL WRITING

We use language, both spoken and written, for specific purposes. The words and phrases used to convey one purpose would need to vary from what we use to fulfill another purpose. In this section we will focus on expressions that are and should be used in formal correspondence.
Chunks of language that serve a specific purpose can be referred to as structures. These are often formulaic expressions that fulfill language functions. They also provide different levels of formality to create a variety of moods. For example “I’m afraid this is not really possible” is a polite refusal. Look at the following variations to convey the same message:

- No way (*most informal*)
- Not possible
- Absolutely not
- This is simply impossible
- It seems difficult for this to happen
- I’m afraid this is not really possible
- I regret to inform you that this would be very difficult to make possible (*most formal*)

Now look at some of the functions in the following Table 14.2, which you will be expected to deal with often:

**Table 14.2: Functions and Structures**

<table>
<thead>
<tr>
<th>Function</th>
<th>Structures</th>
</tr>
</thead>
</table>
| Opening greetings / salutations and closing | Sir/ Dear Sir/Madam/ Dear Madam / Dear Ms / Mr. Jha/ Dear Atul Jha  
**Thank you, Yours sincerely**  
**Sincerely yours**  
Dear Atul  
**Thank you, Yours faithfully**  
**Yours truly (American)** |
| Connecting with the reader and stating the purpose | I am /We are writing to enquire /inform/ request/ ask for…  
Remind /bring to your notice / follow up on / complain regarding / about… |
| Giving a reason for writing | I / We assure you…. I am /We are convinced that / would surely….  
I am / We are not in a position to confirm / unable to confirm…  
I am / We are not very sure regarding / about… |
| Expressing certainty / doubt | To be more specific / I / we would like to draw your attention to …  
I / We wish to / would like to remind you …  
Could you also….  
We request you to …  
We would like you to look into … |
Instead of writing in a stilted, official language, use a more personal, down-to-earth style. It is true that there are certain conventions that we have to follow in business correspondence. But the tendency to use outdated phraseology makes our language stylised and pompous. See the letter given below:

| Referring | With reference to…  
|-----------|-------------------  
|           | I am / We are writing with reference to / in connection with …  
|           | This is in reference to…  
| Giving opinions / suggestions/advice / recommendations/ offer assistance | I / we would like to / wish to suggest / recommend / advice that ….  
|           | It is our / my opinion / belief that …  
|           | I / We believe / think …, I am / We are sure / convinced that …  
|           | I / We would be glad to / happy to assist / help out …  
|           | If there is anything I / we could do ….  
|           | If there is anything else you would like us / me to do … I / we would be glad to help out in any other way…  
| Obligation / Necessity | I / We must insist on / that …  
|           | It is / It will be necessary to…  
| Apologizing | I / We would like to apologize ….  
|           | I / We regret ….  
|           | I am / We are sorry for …  
| Agreeing/disagreeing / yes / no | I / We would be glad to …, I am / We are pleased to…  
|           | I’d / We’d be happy to …  
|           | Unfortunately I am / We are unable to….  
|           | I’m / We’re afraid …, I / We can’t agree with / can’t agree to…  
| Organising Signposts | Structures  
| Specifying the action | I / We would like you to / wish you to ….  
| | Could you …  
| | I / We require / request / need you to …  
| Taking leave | Look forward to hearing from you / to your response / to a positive reply / response…  
| | I / We look forward to further contact / interaction …  
| | Hoping for a quick / positive response…  
| | I / We request / await … your confirmation / reply / agreement to / inputs in / more information on / about ….
Dear Mr. Sareen,

Thank you for your gracious letter of the 7th instant. In response to your query, I wish to state that the book you enquired about is no longer available with us. Be advised that D.C. Books could be of some help to you. You may address further correspondence to that firm for assistance in the matter.

Thank you,

Yours sincerely,

Hiten Saxena
Store Manager

Surely there are some words and phrases you would like to omit? We could replace words/phrases like ‘gracious’, ‘of the 7th instant’, ‘I wish to state’, and ‘Be advised’ with less archaic and more contemporary forms. Now read the re-written letter given below. Does it sound better?

Dear Mr. Sareen,

Thank you for your letter of 7th Oct 20xx.

The book that you enquired about is not available at our book store. We made some enquiries and found that it is available at D.C. Books. You may like to write to them for assistance.

Sincerely yours,

Hiten Saxena
Store Manager

**Activity 2**

Apart from being polite and clear, you should be concise too. Here are some more examples of words/phrases you must avoid in your writing. Can you replace them with concise forms? See the answers given at the end of the Unit to check your responses.

1) In due course
2) Please find attached the file you requested
3) It was realised by Mr. Sareen that we must cut down costs
4) There are some rules that must be observed
5) I beg to state that
6) After a dialogue with you
7) Causative factors
8) The issue of utmost importance is collaboration
9) Answer in the affirmative
10) In accordance/compliance with your request
11) Pursuant to our conversation
12) I enclose herewith the papers
13) Notwithstanding the fact that
14) In the majority of circumstances
15) In the event of

### 14.5 READING COMPREHENSION: DIFFERENT TYPES OF LETTERS

If we work in the library in any position, there are various letters we need to write in the course of a day. We will give you a sample of them in this section.

A very common letter is a letter of enquiry. Librarians have to place orders for books and other equipments required in a library. They may have to make enquiries before they place the order. Read the following letters:

**Letter of Enquiry**

These are generally addressed by prospective buyers to possible suppliers of goods/books to seek information regarding availability of goods/books and the terms and conditions of supply and delivery. Such a letter may include a description and specifications of goods/books required.

[Date]
[To - Name]
[Company]
[Address]
[City, State PIN code]

**Subject: Catalogue of books required**

Dear [Ms./Mr. last name]

We saw your advertisement in the last issue of the monthly magazine *Business Today*. We require books on Human Resource Management and Business Communication for our library in Connaught Place, New Delhi. We would like to have a look at some sample copies and their prices before we can place an order with you. Kindly send your catalogue so that we can know the titles available as well their prices.

Sincerely,

[Your name and designation]
[Library’s address]
Letter Seeking Information (Query Letter)

[Date]

Your address if not using letterhead

[City, State PIN code]

[To - Name]
[Company]
[Address]
[City, State PIN code]

Sub: Query Letter

Dear Sir/Madam,

Kindly let us know if you can able to supply the following journals along with prices:

1) Language Learning
2) American Journal of Speech-Language Pathology
3) Journal of Applied Developmental Psychology
4) Language and Language Teaching
5) Fortell: A Journal of Teaching English Language and Literature

This letter is only as a query letter and not an order for supply the above. Kindly intimate us about these journals at the earliest.

Thanks & regards,

[Your name and designation]
[Library’s address]

Letter of Quotation

When an enquiry is received about books/goods from a prospective buyer, a letter of quotation has to be sent in reply. Complete information about the nature and quality of goods/books asked for, time and mode of delivery, prices, any additional charges for packing and shipping or other services, and terms of payment should be mentioned. The letter given below is written in response to a letter of enquiry (see above).

[Date]
[To - Name]
[Company]
[Address]
[City, State PIN code]

Dear [Ms./Mr. last name]

Thank you for showing interest in the books published by us. We have enclosed a copy of the catalogue of our books so that you can have an idea of the kind of
titles available, particularly in the area of Human Resource Management and Business Communication.

You will see that books have incorporated the latest trends in the business world. Our prices too are unbeatable and very reasonable. I would also like to mention that we have been working in this field for at about 7 years now and supply books to most of the well-known MBA institutes, college libraries and book stores across North India.

I am also enclosing an order form and a document detailing our terms and conditions of payment, discounts on bulk orders and mode of delivery for your attention and information. We also provide a replacement guarantee on our books in case of any problems/defects.

Looking forward to hearing from you soon.

Sincerely yours,

[Your name]
[Your address, if not using your letterhead]
Enclosures: i) Catalogue
           ii) Order form
           iii) Document of details regarding payment etc.

Follow up letter 1

[Date]

[To - Name]
[Company]
[Address]
[City, State PIN code]

Dear [Ms./Mr. last name]

We have noticed that you have not been placing orders for books from us of late and we are wondering if there is a problem. If you have any complaints regarding our services please don’t hesitate to call us and let us know the reason for your dissatisfaction. We are sure we can solve your problem.

We are enclosing a discount coupon valid for your next order as an incentive to continue buying from us.

We look forward to having you back as our valued customer.

Sincerely,

[Your name]
[Your address if not using company letterhead]
Activity 3

Follow up letter 2

Complete the letter given below.

[Date]

[To - Name]
[Company]
[Address]
[City, State PIN code]

Dear [Ms./Mr. last name]

It has been a month since we installed the touch screen computers in your library.
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

Please help us to serve you better by filling in the enclosed customer feedback form. ....................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

Thank you for buying our product. .............................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

Sincerely,
[Your name]

Self Check Exercise

Note: i) Write your answers at the place given below.

ii) Check your answers with the answers given at the end of this Unit.

Now that you have seen how official letters are written for different purposes, answer the following questions:

1) What factors should be kept in mind while making an enquiry?
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
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........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
2) What are the details that need to be included in a letter of quotation?

......................................................................................................................
......................................................................................................................
......................................................................................................................
......................................................................................................................
......................................................................................................................
......................................................................................................................

14.6 VOCABULARY

Activity 4

Some words can be used as a noun, verb, adjective or adverb. For example, the word ‘sound’ can be used as a noun (‘The ugly sound of honking cars is a regular feature of life in Delhi’), as a verb (‘As soon as the siren sounded, the people left their work stations to go home’), as an adjective (‘She gave me sound advice’) or as an adverb (‘She slept soundly’).

Fill in the sentences below with the appropriate words given in the box. Remember to make the necessary changes in the word.

<table>
<thead>
<tr>
<th>frequent</th>
<th>storm</th>
<th>question</th>
</tr>
</thead>
</table>

1) a) Some formal letters are in the form of a questionnaire in which you have to answer a set of ......................

b) When the Chief Librarian ...................... his subordinates about the missing file, they answered quite fearlessly.

c) His ...................... spirit has not dimmed with advancing years.

d) He looked at me ......................

2) a) The ...................... weather kept people at home.

b) The Documentation Officer ...................... out of the meeting after facing stiff opposition to his proposal.

c) The strike was like a ...................... in a teacup because it ended within a few hours of its beginning.

3) a) The dewdrops glinted and ...................... in the morning sunshine.

b) The ...................... waters of the spring gushed out from the side of the mountain.

4) a) He is a ...................... visitor to the Heritage Library, Delhi.

b) The Deputy Librarian noticed that the employees ...................... the cafeteria and concluded that they were either fond of eating or of shirking work.

c) After his retirement, the staff of the library spoke of him ...................... and with great affection.
All organisations receive complaints, if one doesn’t; well there is something wrong with that organisation! Many organisations make good use of the complaints they receive, to refine the quality of the services they provide. Such complaints could be from customers, users of services, or internal employees themselves. There are different ways of making complaints, such as:

- On the spot, face-to-face
- Face-to-face after the incident is over
- Over telephone
- By letter or e-mail to the concerned person/department
- By letter or e-mail to the concerned person/department, with copy to the head of the organisation.
- By letter or e-mail to the head of the organisation.
- Publishing in newspaper.

Whatever be the channel, it is vital that such complaints are managed effectively. Some, you may be able to sort out on the spot itself, but in some cases you may have to write to the person who made the complaint. First and foremost, is for you to listen to the person making the complaint with full attention. Often that very act itself might pacify the person! It is also important that you understand the complaint fully. Don’t try to be defensive, especially in front of other customers. Then it can blow up into a big issue! In the case of an oral complaint, if you can’t resolve it on the spot, take note of the person who made the complaint, and tell him/her that you will get back after making necessary enquiries with the concerned colleagues. Always give a date by which you will get back, and the date should not be too farther.

**Self Check Exercise**

**Note:**

i) Write your answer at the place given below.

ii) Check your answer with the answers given at the end of this Unit.

3) Listen to the following tips on handling complaints. Fill in the blanks as you listen.

**Some tips:**

- Listen .................
- Ask questions to .................the complaint fully
- Don’t jump to ................. and try to provide an instant solution
- Take note of the ................. and ................. of the person, and give an assurance that you will get back (give a definite date)
- Do get back as per the .................given
- Apologise, if the situation .................it
- Do not blame your ................., even if you know that he/she is at .................
Activity 5

Suppose that you are the Librarian of a large and busy public library. Though you get complaints often, these are mostly oral complaints and you resolve the issue then and there after listening to the person who made the complaint.

One day you received a written complaint about a colleague of yours, from one of your users. The letter is reproduced below. Draft a formal reply to this letter, which you want to send to the person who had made the complaint.

To
The Librarian
Central Public Library

Dear Sir

I have been a member of your Library for more than 10 years, and have benefitted a great deal from your services all these years. However, I had a bad experience today morning with one of your staff members, and I have decided to discontinue my membership of the library. Though I regret this decision, I have decided to do this because of the humiliation caused to me by your colleague, that too in front of many other users of the library.

I had borrowed a book from the library some weeks ago, and came to the library this morning with the book to get it renewed for another term. But staff member at the counter refused to renew the book, and kept it with him. He told me that the library rule does not allow renewal of books for a third time. I pleaded with him saying that I was in the middle of preparing for an examination, and wanted the book badly. I was even prepared to pay the prescribed fines. He was adamant and flatly refused to give me the book.

I thought that it is important to bring this matter to your notice.

Yours faithfully

S. Banerjee
Library member (Membership No: 12345)

14.8 WRITING

Activity 6

1) Make an enquiry to the university Librarian of IGNOU, New Delhi for permission to visit the library along with a group of students as part of their study tour to Delhi.
2) You want to announce the catalogue of your new books for children. Write a cover letter for this and remember to include your website URL in your letter.

14.9 GRAMMAR: NOUN CLAUSE

Read the sentences below from the Unit:

1) We have noticed that you have not been placing orders for books from us of late and we are wondering if there is a problem.

2) We are sure we can solve your problem.

The clauses underlined above are noun clauses because they do the work of nouns.

i) As subject to the verb as in the sentence, examples:
   How the dog enter the library was a mystery.
   Whatever happens, it is His will.

ii) As object to the verb as in the sentence, examples:
   We are confident that we will be able to enhance membership to this library.
   The young girl knew who stole the book.
   She also knew where the library was.

iii) A noun clause is object to a preposition, example:
   The librarian did not pay attention to what the user was saying.
How do you identify a noun clause in a sentence?

Ask the question “what” about the verb of the sentence and the group of words that give you the answer, will be the noun clause. Example

Research has proven that the sooner a complaint is resolved with the customer the greater the satisfaction…

Here you may ask “What has the research proven?” and the answer to this, “that the sooner a complaint…” is the noun clause.

The following words called subordinating conjunctions introduce noun clauses.

<table>
<thead>
<tr>
<th>that</th>
<th>who</th>
<th>when</th>
<th>however</th>
<th>what</th>
<th>whoever</th>
</tr>
</thead>
<tbody>
<tr>
<td>whenever</td>
<td>where</td>
<td>whatever</td>
<td>why</td>
<td>how</td>
<td>wherever</td>
</tr>
<tr>
<td>whether</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Self Check Exercise

Note: i) Write your answers at the place given below.

   ii) Check your answers with the answers given at the end of this Unit.

4) Complete the following sentences by adding noun clauses as objects. Use the clues given in brackets and the appropriate subordinating conjunction.

   i) I don’t know ................................ (get/money back).

   ii) Can anyone tell me ...........................(the matter/with him)?

   iii) Please confirm ............................ (you can come/on Sunday).

   iv) It is a good thing ................. (he/working hard).

   v) The airhostess asked me .................(want/coffee, tea or juice).

   vi) I don’t understand ..................... (she couldn’t/come/event).

   vii) Preeti hasn’t decided .................... (go/Mumbai).

   viii) Jitendra didn’t say ......................... (he/stay in Delhi).

5) Complete the sentences with appropriate noun clauses. We have done one for you.

   i) The Librarian said, “You ought to work harder.”

      The Librarian told me that I ought to work harder.

      The Librarian suggested that I ought to work harder.

   ii) The Librarian said, “Riya, why don’t you go for an e-training course?”

      The Librarian suggested ..............................................................

      ...............................................................................................................

      The Librarian hoped .............................................................................

      .............................................................................................................
iii) The Librarian told the staff, “please come to office on time.”
The Librarian advised .........................................................
The Librarian hoped .........................................................
The Librarian wanted .........................................................
The Librarian suggested .........................................................

iv) Aliya said, “I wish I didn’t have to work so hard.”
Aliya wished .................................................................
Aliya hoped .................................................................
Aliya wanted .................................................................

v) The Chief Librarian said, “It is hard work that pays in the end, not flattering the boss.”
The Chief Librarian advised .........................................................
The Chief Librarian commented .........................................................
The Chief Librarian suggested .........................................................

14.10 SUMMARY
You have been made familiar with the format of an official letter and the kind of language that you should use in such a letter. We have also shown you the different between a formal and an informal letter. We have given you examples of various types of letters, such as letters of enquiry, complaint letter and quotation letter. In the listening section, we have given you tips on how to handle complaints. In the writing section, we have given you practice in writing different kinds of letters on your own. We hope you find the Unit useful and interesting.

14.11 ANSWERS TO ACTIVITIES
1) i) The formal letter contains the sender’s and receiver’s address whereas this is not required in the informal letter.
   ii) In the formal letter we use salutations like Dear… while in the informal letter we use informal salutations like Dearest, My Dear, etc.
   iii) The formal letter is concise and to the point whereas an informal letter is like an extended long distance private conversation.

2) 1) Soon
2) The file you requested is attached
3) Mr. Sareen realised that we must cut down costs
4) Some rules must be observed
5) I wish to say
6) After talking to you
7) causes
8) The most important issue is collaboration
9) answer/say yes
10) as you asked for/ requested
11) after what we talked / spoke about
12) I enclose the papers
13) Although/ even though
14) Usually
15) If

3) Dear [Ms. /Mr. last name]

It has been a month since we installed new touch screen computers in your library. I am writing to know if they are functioning properly and taking care of your needs. Please help us to serve you better by filling in the enclosed customer feedback form. It will take a few minutes to do so. To return it to us, simply drop the completed form into a post box as it is already stamped and addressed to us.

Thanks for buying our products. If there is anything further I can do for you, please feel free to call us at the numbers given on the letterhead.

Sincerely,

Name and Designation

4)

1) a) questions (Noun) b) questioned (Verb) c) questioning (Adjective) d) questioningly (Adverb)

2) a) stormy (Adjective) b) stormed (Verb) c) storm (Noun)

3) a) sparkled (Verb) b) sparkling (Adjective)

4) a) frequent (Adjective) b) frequented (Verb) c) frequently (Adjective)

5)

25 August 20xx

Mr. S Banerjee
[Address]
[City, State PIN code]

Dear Mr. Banerjee

Sub: Complaint about behaviour of library staff

I acknowledge the receipt of your letter of complaint dated 20 August. I am sorry for the inconvenience caused to you. However, you will appreciate that every library has its own rules and it becomes difficult to break the rules for a particular user.
However, in this case, since you were preparing for your examination we might have made an exception. May I request you not to discontinue your membership on account of this incidence.

You may meet me when you visit the library next, so that we could discuss the matter. I know that you have been a serious and regular user of the library for many years. Any feedback you can provide will be of great value to the library.

Please feel free to contact me on telephone, so that we can agree a mutually convenient time to meet.

My phone number is 22222222 and mobile number 9888888888.

Looking forward to meet you soon

Yours sincerely

Anil Madan
Librarian

6)

1  19-01-20xx
To
The Librarian
IGNOU
Maidan Garhi
New Delhi - 110068

Subject: Permission to Visit your Library

Dear Mr. Sinha,

I am an Associate Professor at Department of Library and Information Science, Gulbarga University, Gulbarga, Karnataka. We are organising a study tour for our students (15 girls, and 19 boys) to New Delhi from 20th-27th February, 20xx. We would like to visit your library during this time. This is to seek your permission to visit the IGNOU library. I expect a positive response from you.

Sincerely,

Kritika Gulati
Associate Professor,
Department of Library and Information Science,
Gulbarga University
Gulbarga
Karnataka- 585106
20.1.20xx

The Librarian,
Name of the School
Address
City, State

Dear Mr. /Ms. Last Name,

Get your children to fall in love with books! We offer you a whole new world of literature that your children can explore.

Let them delve into the enchanting world of Aesop’s fables and Panchatantra tales. Let them have a taste of the Dickensian classics. Let them have a brush with the adventures of Alice and Robinson Crusoe. Also find works of the up and coming authors writing for children. All this and much more at The Bookmark.

We are enclosing a catalogue with all the titles available at our store. Visit our store at South Extension-II or our website www.thebookmark.com for more details.

A trip to our little haven before the 15th of March, 20xx will get you an assured 15% discount on the bill. We look forward to you joining hands with The Bookmark.

Sincerely,

XYZ

14.12 ANSWERS TO SELF CHECK EXERCISES

1) In a letter of enquiry one must ensure that one has asked for all the information that one needs regarding the availability of goods and the terms and conditions of supply and delivery. One may include a description and specifications of the goods required.

2) The letter of quotation is the response to a letter of enquiry from a prospective buyer. It should contain complete information about the nature and quality of goods asked for, time and mode of delivery, prices, any additional charges for packing and shipping or other services and terms of payment.
3) **Audio text: Tips on handling complaints**

- Listen attentively
- Ask questions to understand the complaint fully
- Don’t jump to conclusions and try to provide an instant solution
- Take note of the address and telephone number of the person, and give an assurance that you will get back (give a definite date)
- Do get back as per the assurance given
- Apologise, if the situation warrants it
- Do not blame your colleague(s), even if you know that he/she is at fault
- Do not let down your colleagues in front of customers
- Demonstrate in your reply that you have taken the complaint seriously
- Your reply should have a solution mentioned in it.

4) Completed sentences:

   i) I don’t know how to get the money back.
   ii) Can anyone tell me what’s the matter with him?
   iii) Please confirm when you can come on Sunday.
   iv) It is a good thing that he is working hard.
   v) The airhostess asked me whether I wanted coffee, tea or juice.
   vi) I don’t understand why she couldn’t come for the event.
   vii) Preeti hasn’t decided how she should go to Mumbai.
   viii) Jitendra didn’t say where he stayed in Delhi.

5) Completed sentences with appropriate noun clauses:

   i) The Librarian suggested that Riya should go for an e-training course.
   The Librarian hoped that Riya may go for an e-training course.
   The Librarian wanted Riya to go for an e-training course.

   ii) The Librarian advised the staff to come to the office on time.
   The Librarian hoped that the staff would come to office on time.
   The Librarian wanted the staff to come to office on time.
   The Librarian suggested that the staff should come to office on time.

   iii) Aliya wished that she didn’t have to work so hard.
   Aliya hoped that she didn’t have to work so hard.
   Aliya wanted that she should not have to work so hard.

   iv) The Chief Librarian advised the group that it is hard work that paid off in the end, not flattering the boss.
   The Chief Librarian commented that it is hard work that paid off in the end, not flattering the boss.
   The Chief Librarian suggested that it is hard work that paid off in the end, not flattering the boss.
14.13 REFERENCES AND FURTHER READING

