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## **UNIT 15 WRITING BUSINESS LETTERS**

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### **Structure**

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- 15.1 Warm Up
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- 15.3 Listening Comprehension
- 15.4 The Structure: Layout and Content of Business Letters
- 15.5 The Language of Business Writing
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- 15.8 Grammar: Noun or Pronoun
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- 15.10 Answers

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### **15.0 OBJECTIVES**

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This unit will help you to

- Identify the various kinds of business correspondence you might encounter
- Analyze the possible layouts and organization structures of business letters
- Use appropriate and effective language in business correspondence

You will also be provided with an array of sample correspondence and an activity file to help you practice the structures.

Note that while the format may be different, these letters can also be sent by e-mail.

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### **15.1 WARM UP**

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Have you ever needed to write to:

Banks

Insurance companies

Government and semi or non-government agencies

Education bodies

Companies and industries

Newspapers and publication houses

Shopkeepers or dealers

Travel agents

Any other?

Do you have copies of any of the correspondence that you may have done with any of the above mentioned people or letters that you have received from them? If yes, then you have an authentic sample of an official/business letter.

How are these letters/e-mails different from personal correspondence?

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## 15.2 KINDS OF CORRESPONDENCE

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Look at the two letters given below. One of them is a letter to a bank and the other is a personal letter to a friend.

### Letter 1

11 Surya Road  
Masjid Moth-I  
New Delhi-110048  
26 November 2017

The Manager  
State Bank of India  
12th Floor, Himalaya House  
23, Kasturba Gandhi Marg  
Cannaught Place  
New Delhi-110001

Subject: Notification regarding change of address of Mrs Shashi Mehra (Savings account no. 12899076)

Dear Sir /Madam,

I have a savings account in your branch ((Savings account no. 12899076) and am writing to notify you of a change in my house address as I have recently shifted my residence.

The previous address in your records was 234, Siddhartha Enclave, New Delhi-110036. The current address is as follows:

Mrs. Shashi Mehra  
11 Surya Road  
Masjid Moth-I  
New Delhi-110048

Kindly make the necessary changes.

Yours faithfully

Mrs Shashi Mehra

### Letter 2

Thursday 7 December 2017

Dear Manjari,

Sorry I didn't have time to reply to your mail. I'm off on a tour of the Andes. In fact I'm leaving today. I will be travelling with Dolly and Kalyani. You may remember them from the party last month.

By the way, I've shifted to my new place. The house is located in Masjid Moth, New Delhi. You'll like it here. Just the kind of quiet you prefer.

Hope you can visit me soon. I'll call you as soon as I get back from this trip.

Bye for now.

Warmly

Samira

**Activity 1**

Based on these letters can you answer these questions? Discuss your answers with a friend or study mate.

- 1) What is the common purpose of these letters?

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

- 2) How is the formal letter different from the personal one (hint : think about the following criterion – layout, content, words and expressions, amount of information conveyed)

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

- 3) Why do you think they are different?

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

**Activity 2**

Now that you can identify formal correspondence, look at the following samples of various documents of correspondence within and outside businesses. Some of them you will deal with on the job and some you will need to use while job hunting.

With the clues given in the boxes (1 to 4), can you match the correct definition with its sample document (A-D)?

Which are the ones that you are likely to use in the process of applying for a job?

1) This is a formal tool of correspondence in businesses though it is also useful for personal correspondence. It can carry extensive information both in informal or formal language as the context determines. In the business sector it is used as an official document for inter company transfer of information. This is what you would be using to introduce yourself to the company.

2) This is the kind of text you would normally find on message boards in companies and in your home too! This document requires the informal style and conveys key information through crisp, to-the-point language where the focus is on quick reading and comprehension. This is what we do when we note down information from a phone conversation.

3) A document for internal transfer of information regarding company activities or notices. Brief, factual and without the formal formatting of the letter.

4) An electronic document - fast, easy accessible and secure. It can serve as official online document. The style can vary from very formal to very informal.

**A**

CTA Ltd.  
Glagoljaska  
8, 6000 Koper  
Slovenia

Sub: Reply to enquiry

Dear Urska Gerzeli

We are pleased to confirm your booking for a 15-day package at the Living India resort at Jaisalmer, Rajasthan. On the basis of the requirements that you mentioned in your letter, we have put together the following itinerary for the delegates.

The **First week** at Arogya along with consultation with our therapists and a gala weekend banquet.

The **Second week** offers visits to the Chowk Bazaar and sightseeing tours to nearby tourist destinations.

December happens to be the peak season for us in terms of overseas customers as the resort is located in a warm area. We are however happy to offer you group discounts of 12 %.

Your terms of payment are perfectly acceptable.

We are also sending you a catalogue of our products that you can buy online. If there is anything else, we'd be glad to help.

Looking forward to seeing you in India.

Best regards  
Sales team  
Living India

**B**

To:

Cc:

Bcc:

Subject:

Hi Pradeep

Thanks for your email today.

You'll be glad to know that I'll be able to meet the deadline and should be able to finalize things within a week or so. Can we arrange to meet early October so that I can look over my manuscript and discuss the amendments and new page design etc.?

Talk to you soon.

All the best...

Shilpi

**C**

Sally

Plz upload the new cover design. It needs to go online by Monday.

Could you also check out the latest downloads for JAVA.

We are meeting for lunch aren't we?

Deepa

**D**

To: Personnel

From: Public Relations

Date: Dec 1 20..

In house Document Formats

I am enclosing a booklet of the company general rules regd. document formats. Please summarize the rules for the notice board.

S/d

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## 15.3 LISTENING COMPREHENSION: ESSENTIALS OF A FORMAL LETTER

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### Activity 6

Listen to the recording on the essential points in writing a former letter and complete the sentences. You may need to listen twice or three times.

- 1) Informal letters are like having an .....
- 2) Personal letters unlike the more formal letters have diverse .....
- 3) The conventions of formal letters are .....
- 4) Business correspondence include the following letter types: (Name any four)
- 5) Four points that should be kept in mind while writing format letters:
  - i
  - ii
  - iii
  - iv

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## 15.4 THE STRUCTURE: LAYOUT AND CONTENT OF BUSINESS LETTERS

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The structure of a business letter includes considerations regarding how the various items or parts are arranged on paper. Apart from the physical placing of these items there is also the structuring or organization of the information in the letter.

Let us first see the commonly accepted physical format of official correspondence.

**A**

**FINANCIAL TIMES**

**Pitman Publishing**

**(Address in small font)**

12 November 20.. **B**

Mr. Vikram Das **C**  
General Manager  
Das Printing Co. Ltd.  
34 Jawahar Nagar  
Delhi-110007

Dear Vikram **D**

Heading or subject line **E**

This layout has become firmly established as the most popular way of setting out letters, fax messages, memos, reports—in fact all 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 necessary in the reference, date, address, salutation and closing section. Of course essential punctuation must still be used in the text of the message itself. However, commas are used minimally; in fact, only when not using them makes the message unclear. **F**

It is usual to leave out one clear line between each section. I enclose some more examples of the fully blocked format in e-mails and memos. Most people believe that this format is easy to produce, formal and makes good design sense.

Please feel free to contact us for further details. **G**

Yours sincerely **H**

Shirina Thomas **I**  
Senior Consultant

Encl: samples of letters, memos and emails **J**

Copy: **K**

All students  
Faculty

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

- A) The Letterhead - dictated by company trends and personal design
- B) The Date – follow the UK pattern of day/month/year or the pattern followed in many other countries; month/day/year. Style dictates spelling out the month.
- C) The Recipient's address
- D) Salutation – if the recipients name has been used in the inside address, it is usual to use a personal salutation. For example: Dear Mr. Andani, Dear Ajmal, Dear Ms. Sharma

If your letter is addressed generally to an organization, then the more formal salutation should be used. For example Dear Sir/Madam

- E) Heading or subject line – this is only a brief indication of the content of the letter. It is usually placed one clear line space after the salutation.
- F) Body of the letter - as the letter indicates the fully blocked format is the most popular formatting for letters; business or otherwise.
- G) Leave taking note – this is meant to conclude the message. Do so on a positive future-focused note.
- H) Complimentary close – the close depends on the level of informality established by the salutation. The two most common closes are ‘yours faithfully’ – used with Dear Sir/Sirs/Madam/ and ‘yours sincerely’ used with more personalized greetings for example Dear Ms. Sharma, Dear Ajmal, Dear Mr. Adnani.
- I) Name of the sender and designation – the name and the designation is naturally important in business situations. For someone applying for a job, a clearly spelt out name is equally necessary. When a letter is to be signed on behalf of the sender, it is usual to write ‘for’ or ‘pp’ in front of the senders printed name.
- J) Enclosures
- K) Copies circulated

### **Organizing Content**

In the previous section we observed the layout or physical organization of a letter. What about the body or content of the letter? As in any piece of writing, the better organized the writing, the more effective the communication. Since business correspondence is functional and purpose-driven it is imperative to organize the information.

This is how information is normally arranged in formal correspondence:

- 1) Opening greeting
- 2) Connecting with the reader
- 3) Giving a reason for writing/stating purpose
- 4) Giving news or information
- 5) Making a request/ agreeing to a request
- 6) Specifying the (further) action that needs to be taken/the work that is to be done
- 7) Concluding / leave taking note
- 8) The closing

In formal correspondence, a range of structures act as signaling devices to signify these divisions in a letter. Here is a letter that uses such structure to organize information:



Dear Mr. Sharma /

I am writing in reference to our phone conversation last week. 2 I am pleased to say that the idea has been liked. 3. Our production manager, Mr. Morris would like to see the prototype before deciding to place an order. 4

Would you be able to attend our company seminar on Monday? I believe it will be a good opportunity to present the prototype. 5

Please confirm so I can book your presentation well in advance. 6

Looking forward to your visit. 7

Thank you

Here are some points that you need to keep in mind when writing a business letter/email:

The key to organizing a letter is simple

Step 1

Enlist the points that you need to include

Sequence in order of appropriacy

Step 2

Sequence them in order of logical importance

For example: I want to write to Asmit

- 1) to tell her about my new job
- 2) to ask her for first day guidance
- 3) if she can meet me on Wednesday
- 4) because she could tell me where to shop for some good business clothes

This is what the logical sequence should be like – 1, 2, 4, 3 and these will become my paragraphs in the letter

The next tip is to decide and choose an approach – the direct or the indirect. What are these? Well exactly what they say – do you want to get to the point straight in the first paragraph, for example, in the letter sample in section 15.2 or would you prefer to give a background before coming to the immediate purpose of the letter, for example a sales letter that starts out by talking about the company first and then markets the virtues of a particular product. The thumb rule should be that if there is a specific purpose then get to it as quickly as possible. The exceptions would be letters that are meant to convey overall generalized information.

Dear Mr. Kumar,

Thank you for your enquiry of 6 October.

As requested by you, we have enclosed our catalogue and price-list. All our products carry a two-year guarantee from the date of sale.

You will notice that we offer a wide selection of watches, but may we draw your attention to the models described on pp. 6-7 of the catalogue, which we think might best suit your market?

If there is any further information you require, please contact us. Meanwhile, we look forward to hearing from you soon.

Yours sincerely  
Manoj Tiwari  
Marketing Head

## 15.5 THE LANGUAGE OF BUSINESS WRITING

In this section we shall focus on expressions that are and should be used in formal correspondence. 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.

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 variations possible with the same intent:

*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)*

Let’s now look at some of the functions you will be expected to deal with:

Function	Structures
Connecting with the reader and stating purpose. Giving a reason for writing	I / We am/are writing to enquire / inform / request / ask for / apply/ remind / bring to your notice / follow up on / complain regarding (about) ...
Expressing certainty/doubt	We assure you / are convinced that surely we are not in a position to confirm / unable to confirm... We / are not very sure regarding/about...
Emphasizing/focusing attention/reminding	To be more specific / We /I would like to draw your attention to / We / I wish to / would like to remind you .../ Could you also / We request you to / We would like you to look into (the matter)
Referring	With reference to / I am / We are / writing / with reference to / in connection with ....This is in reference to ...

Give opinions/ suggestions/ advice recommendations/ offer assistance	We / I would like to / wish to suggest / recommend / advice that ...It is our / my opinion / belief that ... We/ I believe / think / am sure / am convinced that...We would be glad to / happy to / assist / help out ....If there is anything we / I could do ...If there is anything (else) you would like us / me to do ...we/ I would be glad to help out in any (other) way ...
Obligation/ necessity	I / we must insist on / that ...It is / will be necessary to / important to ...It is / will be required to ...
Apologizing	I/ we must / would like to apologize... We / I regret (the inconvenience)... we / I am /are sorry for...
Agreeing/ disagreeing/yes/no	We / I would be glad to / are /am pleased to ... We'd / I'd be happy to ...Unfortunately/ we / I am/ are unable to ...I'm /we're afraid ...(cannot agree to /with)

<b>Organizing signposts</b>	
Specifying the action	<b>Structures</b>
Leave taking	We / I would like you to / wish you to ...Could you ..... We / I require / request / need you to .....
Opening greetings/ Salutations and closings	Looking forward to hearing from you / to your (quick) response / to a positive reply/ response...We / I look forward to further correspondence / contact / interaction... Hoping for a quick / positive response... We request / await ... your confirmation / reply / agreement to / inputs on / more information on/about ...  Sir / Dear Sir / Madam; Dear Sir; Dear Madam; Dear Ms / Mr. Goswami; Dear Malvika(thank you) yours sincerely / <del>sincerely yours /yours truly/(American)</del> yours / yours faithfully/best regards/regards

## 15.6 APPLICATION LETTER

When you apply for a job you may have to write a letter of application, fill an application form and write a resume or a C.V. Whether your application is short listed depends on the impression your C.V makes. And to make sure that your C.V is read from among the huge numbers that reach a company it is important to have an impressive resume and a very good application.

Job applications are a tricky business. In real life there are no limits to job applications but such a letter should be on one side of the paper if it is word-

processed.

Here are some simple things to consider when writing an application to a company

- 1) Mention the position you are applying for and where you learnt of it.
- 2) Expand on some points of your background and experience showing how they are relevant to this job. Do not repeat ALL the information in your resume or your application form.
- 3) Emphasize your interest in and suitability for the job. If possible, show that you have knowledge of what the target job entails.
- 4) Mention that you have attached a copy of your resume or the completed application form.
- 5) State that you are willing to attend an interview.

Set your letter out clearly. Follow closely the format of formal letters and do keep a copy of the letter and the advertisement.

#### Activity 4

Points 1-5 above correspond to parts of the letter given below. Can you find those parts and match them to the points 1-5.

Dear Sir/Madam

I feel I am well qualified for the position. I have a level 2 coaching certificate and have had two years experience as part time coach with Model High School. I enjoy working with people, both young and old.

I would be happy to attend an interview at any time convenient to you.

I would like to apply for the position of full time tennis coach, advertised in the January edition of "Sports Monthly"

A position with your club would give me an opportunity to work full time in the job that I love.

A resume giving details of my qualifications and experience is attached.

Yours sincerely,

XYZ

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## 15.7 THE ACTIVITY FILE

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This is a collection of writing activities that you need to practice from the inputs you have just received

#### Activity 5

Given below is a request letter. The sentences unfortunately have been jumbled up. Can you put them in the correct order? Regroup the sentences numbered 1-7

Arrange the parts below to make a complete letter

- 1) I am interested in Package D (the 20 day trek in Nepal).

- 2) Yours faithfully
- 3) We look forward to your confirmation of our booking as soon as possible
- 4) Thank you for the information you sent about the Himalayan walking tour holidays
- 5) We would really prefer the weekend beginning September 6th with any day around October 2nd as our second choice.
- 6) I would like to make a booking for two people
- 7) Dear Sir/Madam

### Activity 6

Refer to section 15.6 for this activity. Given below are a few advertisements that appeared in the classifieds section of the local newspaper. Choose a job that you'd like to apply for and write an application for it.

#### Seeking Staff

The new Raheja Children's Centre at 26, Defence Colony is seeking about a dozen staff, including a trainee nurse and a casual kitchen helper. Applicants should write to the centre, to reach it no later than Monday, March 3. Further information can be obtained by telephoning Ms. Rahat Hasnain on 998881235

#### Required

**Youth worker** required for 20 weeks commencing late February. 3 days and 2 nights per week. Shift work. Applicants should be experienced in some area of youth welfare. Car essential.

Applications in writing by Friday 24th January to The Chairperson, Naveen Youth Refuge, P.O Box 579, New Delhi 2042.

#### Artist

Mohsin Art Studio requires artists to do assembly, must also have the ability to draw and keen to learn airbrush illustration. Apply in writing to Ahmad Khalid, 32, Bela Road, Civil Lines, Delhi-110054.

### Activity 7

Refer to section 15.4 for this activity on structures.

The opening statement of a formal letter indicates the purpose of the letter. Below are four examples. Match them to the incomplete letters given:

- 1) I would like some information on the courses you offer at your college.
- 2) Please find enclosed a cheque for Rs. 5000.
- 3) I refer to your letter dated November 5th.
- 4) I am writing to inform you about an error in your records.

#### Letter A

This is to cover the registration fee and the first installment of the tuition fee for the diploma in time management. Please forward the receipt to the above address.

**Letter B**

I have realized that you have my date of birth noted as 18/12/75. I must point out that the correct date is 12/08/75. As a result of this I was unable to use your certificate as documentary evidence for my driving test.

I look forward to your co-operation in correcting this detail at the earliest.

**Letter C**

My interest is in computers. I have done two beginner courses in the subject and now wish to join a more advanced course. Could you send me any brochures that you may have available, including cost and enrollment procedures?

Thank you

**Letter D**

This is with reference to your letter dated November 5. You stated that I would receive the books I had ordered within a week. It has been three weeks and I still haven't received my order.

Could you please look into the matter?

**And now for the next two examples make up your own opening statement based on the purpose of the letters.**

**Letter E**

I am moving to Melbourne in early May and will need a full time nurse to look after my invalid mother. We will be living in the western suburbs. I will forward you the exact address as soon as possible.

I would be grateful to receive any information on services available in the area.

**Letter F**

You said that there are three books overdue. I'm afraid that's just not possible. I returned "British Pictorial History" on Wednesday last and "Ivanhoe" yesterday. I do have Nelson Mandela's biography with me and I apologize for the delay in returning it.

Please check your records again.

**Activity 8**

The list below contains words commonly used in applications. Use suitable words from this list to finish the letter given below

Preference / prefer

Reference / refer

Experience / experienced

Qualified / qualifications

Advertised / advertisement

Attached / attach

Pleased / pleasure / grateful  
 Interested / interest  
 Information / inform  
 Position  
 Vacancy  
 Welcome/willing  
 Opportunity/opening  
 Responsible  
 Requirement  
 Enquire / inform / confirm  
 Possible  
 Employment /employee / employed / employ  
 Company / industry / field  
 Ability / capability / skill /proficient  
 Apply /applied / application  
 Reply /response  
 Convenient / convenience/consideration  
 Suitable / available  
 Resume / curriculum vitae  
 Sincerely / extremely / recently/ immediately

Dear Sir/Madam

I am writing to 1..... about the possibility of 2.....in any type of hotel work.

I have had three years 3..... as chef in a hotel in Perth. I 4.....completed a special course in world cuisine which included a world tour cum training program.

I would welcome an 5..... to work for the Hilton and I feel I would make a 6.....employee.

I am 7.....to start work 8.....and am willing to move if 9.....

My 10.....is attached

Should you have an 11.....at present or foresee any in the near future, I would be 12.....to hear from you.

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## 15.8 GRAMMAR: NOUN OR PRONOUN

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### Activity 9

Look at each phrase in italics and decide if it should be replaced with a pronoun. If so, cross it out and write the pronoun. If not, put a tick. Remember this is matter of style as well because sometimes it is possible to use a noun or a pronoun.

Back in the 1970s Bill Gates and Paul Allen were at high school in Seattle. *Bill and Paul 1.....* were great friends and *Bill and Paul 2.....* were both interested in computers and in writing programs for *computers 3.....*. In 1975 the first personal computer came in the market, a very primitive machine by today's standards. At this time *Bill 4.....* was at Harvard and *Paul 5.....* had a job. *Bill and Paul 6.....* immediately decided that *Bill and Paul 7.....* would write software for the computer. The owner of the company was a man called Ed Roberts.

*Paul 8.....* phoned *Ed 9.....* and told *Ed 10.....* that *Bill and Paul 11.....* could offer *Ed 12.....* some software. *Bill and Paul 13.....* then wrote a program in a big hurry. *Ed 14.....* invited *Bill and Paul 15.....* to visit his company in New Mexico. But *Bill and Paul 16.....* didn't have enough money for two plane tickets so *Paul 17.....* flew there on his own and met *Ed 18.....*. When *Paul 19.....* loaded the software into the computer, it worked. *Ed 20.....* was impressed. *Ed 21.....* immediately agreed that the two men should work on software for the computer.

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## 15.9 LET US SUM UP

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This unit focused on business correspondence and formal letters of various kinds. To recap, we started out with a selection of corporate correspondence and then observed the physical formatting of a letter. We have also discussed the organization of business letters/emails as well as a wide variety of structures used in them. This was followed by a special section on job applications. We ended the unit with an activity file and a grammar activity focusing on the use of nouns and pronouns in texts.

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## 15.10 ANSWERS

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### Activity 1

Discussion guidelines – we list here some of the features of the formal letter given in this section. This will help you in your discussion:

Although both the letters have been written for communication yet the formal letter uses a definite, non-flexible format; it is purpose driven communication with minimal extra information apart from what will contribute to the basic message; the writer usually follows the direct approach i.e. she comes to the point of the letter very quickly in the first paragraph with minimal introduction ; the letter also uses formulaic constructions to introduce ideas like “I am writing to notify you...”; the writer uses a highly organized format for conveying information i.e. the information is logically sequenced.

Now use these points and observe the differences in the personal letter.

### Activity 2

- 1) A
- 2) C
- 3) D
- 4) B



## Audio Script

In the course of our life, we all have to write both formal and informal letters/e-mails. Let's first discuss the difference between the two.

As you are aware, informal letters are likely to be in the form of extended long-distance private conversation. But, at the same time, they are not really different from other kinds of writing. For instance, in a letter to a relative or a friend, you may wish to describe a place or a person, tell a story, or even have an argument. In these private letters, you may use whatever style that serves you best. These letters are therefore rather varied in their style and content.

Formal letters, on the other hand, are generally more 'set' in their style and phraseology, although the conventions change from time to time. They are usually written, for example, when you want to request an organization to do something for you, or when the decisions of the government have to be conveyed to the people concerned and records have to be kept.

What are these formal letters? These include, for example, letters of enquiry, applications for jobs, letters to newspapers, orders for goods, letters asking for travel and hotel reservations, etc. There may be semi-formal (also called demi-official) letters written to business/professional colleagues and addressed by name.

You will no doubt realize the importance of formal letters, as you enter the workplace.

A formal letter has to observe the form usually adopted for such communication. There are certain things that one should keep in mind, when writing a formal letter.

- Keep your letters as brief as possible. Remember that the person you're writing to hasn't the time to go through a long, rambling letter. If s/he receives such a letter, s/he's likely to slip it in at the bottom of her/his pile of incoming mail, with the thought that s/he'll look at it when s/he has more time.
- In fact, most formal letters are restricted to one or two main points. Most of them do not exceed one page of single-space typing, and very few are longer than two pages. Topics that are too complex to be treated within the space of the usual formal letter are generally made the subject of reports. If the situation requires a letter as well, you can send a covering letter with your report and state the main points and the conclusion.
- Your letters should be clear, precise and complete. This suggests that all the information should be given but unnecessary details should be avoided. Care should be taken to highlight the main points. These points should be arranged in a logical sequence.

### Activity 6

- 1) a long-distance private/personal conversation.
- 2) style and context
- 3) more rigid than informal letters

- 4) letters of enquiry, request, complaint, letters about job, i.e. covering letters, letters of acceptance and rejection.
- 5) i) brevity  
ii) clarity  
iii) focus  
iv) logical sequencing

#### Activity 4

##### Dear sir/madam

I would like to apply for the position of full time tennis coach, advertised in the January edition of “Sports Monthly” POINT 1

I feel I am well qualified for the position. I have a level 2 coaching certificate and have had two years experience as part time coach with Model High School. I enjoy working with people, both young and old. POINT 2

A position with your club would give me an opportunity to work full time in the job that I love. POINT 3

A resume giving details of my qualifications and experience is attached. POINT 4

I would be happy to attend an interview at any time convenient to you. POINT 5

Yours sincerely

**XYZ**

#### Activity 5

The correct sequence is – 7, 4, 1, 6, 5, 3, 2

#### Activity 6

A Possible application for **Seeking Staff**

Dear Sir / Madam

I am writing to apply for the post of trainee nurse at the Raheja Children’s Centre as advertised in The Telegraph on November 1st.

I am currently a junior nurse with St. Stephens Hospital. My duties include handling the children’s helpline unit.

I wish to work closely with children and that makes your centre a first choice.

A detailed resume listing my qualifications and experience is enclosed.

I would be happy to come in for an interview any time next week.

Thank you

Possible application for **Required**

Dear Sir / Madam

I am writing in response to your advertisement for the vacancy of Youth worker.

I have had 5 years experience as counselor for Gyandeeep College, Mohali. I have also worked as a team leader for two interstate youth welfare undertakings by the local council. I enjoy interacting with young people.

I believe working with Youth Welfare will be a responsibility that I am most suited to fulfill.

I enclose my resume and will be glad to come in to meet you whenever convenient.

Yours sincerely

Possible application for *Artist*

Dear Mr. Khalid,

I wish to respond to your advertisement in the The Daily dated 3rd December. I am a senior design and graphics consultant with The Galleria and my work involves teaching design and illustration to young artists. I wish to consolidate my 6 years experience as trainer with practical experience.

Mohsin Art Studio has been on the forefront of modern art and I believe it would be a wonderful work experience and opportunity to learn airbrush illustration.

I include my detailed resume and portfolio.

Looking forward to your response.

Yours sincerely

### Activity 7

Letter A – 2

Letter B – 4

Letter C – 1

Letter D – 3

Letter E – I am writing to request your assistance in hiring nursing help / I am writing to enquire about availability of trained nurses.

Letter F - I am writing in response to a reminder note I have received.

### Activity 8

Dear sir/madam

I am writing to 1 *enquire* about the possibility of 2 *vacancy* in any type of hotel work.

I have had three years 3 *experience* as chef in a hotel in Perth. I 4 *recently* completed a special course in world cuisine which included a world tour cum training program.

I would welcome an 5 *opportunity* to work for the Hilton and I feel I would make a 6 *suitable* employee.

I am 7 *willing* to start work 8 *immediately*, and am willing to move if 9 *required*.

My 10 *resume* is attached.

Should you have an 11 *opening* at present or foresee any in the near future, I would be 12 *grateful* to hear from you.

## Activity 9

The following blanks need pronouns

- 1) They
- 2) they
- 6) They
- 7) they
- 10) him
- 11) they
- 12) him
- 13) They
- 15) them
- 16) they
- 21) He