

<i>900 exercises in vocational communication</i>	Notes for teachers	D2/14
<i>General aim</i>	D: Compose a written message	
<i>Level of difficulty</i>	2	
<i>Intermediate aim</i>	1. Produce a written message	
<i>Operational aim</i>	4. Write an administrative letter. <ul style="list-style-type: none"> - Write the heading of a letter - Write the body of the letter - Write a closing sentence 	
<i>Pre-requirements</i>		
<i>Number of exercises</i>	6	
<i>Summing-up exercise</i>		
<i>Comments</i>		

This module concerns **EVERYDAY CORRESPONDENCE**.

Everyday correspondence is for example for:

- a consumer who wants to communicate with a shopkeeper or dealer
- an employee who wants to communicate with the company
- a person who wants to communicate with an administration
- etc.

To write to a public or private service, the letter has a specific form:

The letter is made up of 3 distinct parts:

- 1. The heading*
- 2. The body of the letter*
- 3. The closing*

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The heading is the part situated at the top of the letter.

Essential information is indicated in the heading:

- to identify **where it was sent from** (address, reference number if required)
- to identify **who the letter is addressed to** (the person who will read the letter, or addressee)
- to indicate **the date** when the letter was written
- and sometimes to indicate **the subject of the letter** (why the letter was written)

Here is an example of a heading:

<p><i>Bank Manager HSBC Chequer Street St Albans, Herts</i></p> <p><i>Subject: Change of address</i></p>	<p style="text-align: right;"><i>20, Belleview Road Bedford, MK6 1ZTS</i></p> <p style="text-align: right;"><i>10 April 2007</i></p>
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Let's look at the heading again to analyse the communication:

Sender	Communication				Receiver
Who is writing?	Where?	When?	What for?	How?	Who is it to?
(See signature)	Bedford	10 April 2007	change of address	by letter	Bank Manager

Thus, the heading enables the person opening the letter:

- to identify the correspondents
- to file the letter by date and subject
- to distribute it to the relevant departments and the person concerned in the company or administration.

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Here are some examples of information to be found in a letterhead:

Examples of: Dates

- 14 February 2007
- 28-09-07
- Tuesday, 10 April 2007

Examples of: Address (and references) of the sender.

108, The High Street
Maidstone, Kent, ME1 2RB

44 Lower Dagnall Street,
ST ALBANS, HERTS, AL4 3PY

30, Manor Road
AYLESBURY, BUCKS,
Class of 98-99, Aylesbury High School

Examples of: Name and/or function of addressee

The Manager of the Bank of England

Miss Ann Love
Head Teacher

Mrs Alison Jones,
Human Resources Manager

Examples of: Subject of the letter:

- Request for police records
- Modification of bank account holder
- Application for the position of...
- Request for child benefit

<i>900 exercises in vocational communication</i>	Exercise	D2 / 14 - 1.2
		Eval.:

Using the model on page 2 of D2/14-1.1, write the letterhead corresponding to each of the following situations for communication. Use the space provided for each one.

Letterhead 1:

Sender's address	Communication			Addressee
Where from?	When?	What for?	How?	Who is it to?
27, Tring Road, Ashford, Kent, TN23 2RG	18 May 2007	Change of address	by letter	Head Teacher, St Martin's School Ashford

Letterhead 2:

Sender's address	Communication			Addressee
Where from?	When?	What for?	How?	Who is it to?
2, Halton Road, Wendover, Bucks	12 June 2007	Renewal of subscription	by letter	Royal Horticultural Society

LOOK AT THE ANSWERS FOR D2/14-1.2

Using the model on page 2 of D2/14-1.1, write the letterhead corresponding to each of the following situations for communication. Use the space provided for each one.

Letterhead 1:

Sender's address	Communication			Addressee
Where from?	When?	What for?	How?	Who is it to?
27, Tring Road, Ashford, Kent, TN23 2RG	18 May 2007	Change of address	by letter	Head Teacher, St Martin's School Ashford

<p>Head Teacher, St Martin's School Ashford</p> <p>Subject: Change of address</p>	<p>27, Tring Road, Ashford, Kent, TN23 2RG</p> <p>18 May 2007</p>
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Letterhead 2:

Sender's address	Communication			Addressee
Where from?	When?	What for?	How?	Who is it to?
2, Halton Road, Wendover, Bucks	12 June 2007	Renewal of subscription	by letter	Royal Horticultural Society

<p>Royal Horticultural Society, Subscriptions Department</p> <p>Subject: Renewal of subscription</p>	<p>2, Halton Road, Wendover, Bucks, HP22 6RG</p> <p>12 June 2007</p>
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The BODY of a letter is composed of the following parts:

1. The opening formula

- Dear Sir,
- Dear Madam,
- Dear Mr (Mrs, Ms, etc.) Smith

2. The opening sentence

- Thank you for your letter of...
- I would like to apply for...
- I regret to inform you that...

3. The connection with the subject of the letter

- Thank you for your letter of 12-5-07 concerning **the mail order purchase of a sofa...**,
- I would like to apply for **a position of driver-deliveryman in your company...**,
- I regret to inform you that **there was a mistake in the consignment of goods...**

4. The closing formula

Yours faithfully,
Yours sincerely,

We are going to discuss each point separately.

1) THE OPENING FORMULA:

The opening formula depends on whether or not you know the person you are writing to. It is always followed by a comma.

Here are some examples:

ADDRESSEE	OPENING FORMULA
Business letters: To a company: To a man: To a woman: When you don't know who:	Dear Sirs, Dear Sir, Dear Madam, Dear Sir or Madam,
Other correspondence:	Dear Tamsin, Dear Joe, Dear Mr Tomlinson, Dear Dr Sing Dear Professor Black, Dear Mrs Jacobs

2) THE OPENING SENTENCE:

The first paragraph of a letter begins with an opening sentence which explains the reason for writing.

Dear Sir,

I am writing to inform you that, from March 26 2007, my new address will be as follows: 12 Newbury Street, Maidstone, Kent, ME23 1PJ.

I will remain in the same catchment area, so my children will continue at their present school, and nothing will change for any administrative requirements.

Yours faithfully,

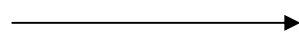
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Here are some examples of opening sentences depending on the subject of the letter:

SUBJECT OF THE LETTER	EXAMPLES OF OPENING SENTENCES
Acknowledging receipt (i.e. an answer to a letter, a parcel received, etc.)	- <i>Thank you for your letter of (date)</i> - <i>I acknowledge receipt of...</i>
Sending a document	- <i>In reply to your letter of ..., I am sending you...</i> - <i>Following our telephone conversation on...</i> <i>I am sending you...</i> - <i>Please find enclosed...</i>
Information that you are passing on	- <i>I must bring to your attention...</i> - <i>I would like to inform you that...</i> - <i>I am pleased (or I regret) to inform you that...</i>
Requests	- <i>I would be grateful if you could send me...</i> - <i>Please could you send me...?</i>
Complaints	- <i>I wish to draw your attention to...</i> - <i>I have not yet received...</i> - <i>I noticed with displeasure that...</i> - <i>I regret to inform you that...</i>
Answering a request or a complaint	- <i>I have pleasure in sending...</i> - <i>I regret to draw your attention to...</i> - <i>I regret that I am unable to...</i>
Apologies	- <i>Please would you excuse...</i> - <i>Please accept my apologies for not..</i>
Thanks	- <i>Thank you very much for ...</i> - <i>I would like to express my heartfelt thanks for...</i> - <i>I was extremely grateful for ...</i>

Here are some examples to go from the opening sentence to the subject of the letter:

Opening sentence



subject of the letter

I would be very grateful if you could	grant me a day's unpaid leave
I regret that we are unable to follow up	your request for a loan
Please would you send me	a list of all the members
I regret that I am unable to	answer your request
I was extremely grateful for	your intervention on my behalf
Please find enclosed	the duly completed form
I would like to apply for	the job advertised in today's newspaper

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3) THE CLOSING FORMULA

The closing formula depends on the opening formula. If the letter begins with:

Dear Sir, / Dear Madam, / Dear Sir or Madam,

it ends with:

Yours faithfully,

If the letter begins with:

Dear Mr Lester, / Dear Mrs Raymond, / Dear Dr Watson, Dear Professor Hake,

it ends with:

Yours sincerely,

With more and more correspondence using fax and email, it is becoming more common to write:

**Regards,
Best regards,
Kind regards,**

at the end of the document, no matter who it is addressed to.

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<i>900 exercises in vocational communication</i>	Exercise	D2 / 14 – 1.4
		Eval.:

Choose two of the following situations and write the corresponding letters.
Write each letter on a separate sheet of white paper.
Take care with the presentation, the layout, the writing (which must be legible) following the advice you have received in this module.
Of course, if you have the possibility, you can do this exercise on a computer.

1. You write to your GP, Dr Mann, to ask him to send you a copy of a medical certificate.
2. You write to the Forest Hotel, in Gloucester, to book a double room with bath for the first weekend in May.
3. You write to your insurance company to inform them of your change of address.
4. You write to a further education college to ask for the list of courses that they offer.

SHOW YOUR WORK TO THE TEACHER

<i>900 exercises in vocational communication</i>	Exercise	D2 / 14 – 1.5
		Eval.:

Choose two of the following situations and write the corresponding letters.
 Write each letter on a separate sheet of white paper.
 Take care with the presentation, the layout, the writing (which must be legible) following the advice you have received in this module.
 Of course, if you have the possibility, you can do this exercise on a computer.

1. You write to the company Cadley's, a confectionary wholesaler, to ask about a consignment of sweets that you ordered over two weeks ago.

2. You write to the company Delaware, a mail order company, to say that the size of the clothes that you have just received does not correspond to your order. Your letter is enclosed with the parcel that you are returning.

3. You write to your local authority to enquire why you have not received your housing benefit this month.

4. You write to the plumbing company which did some repairs at your home, to contest the invoice that they sent you. The invoice states that the repairman spent 2 hours on the repairs, whereas in fact he only stayed for half an hour.

SHOW YOUR WORK TO THE TEACHER

<i>900 exercises in vocational communication</i>	Exercise	D2 / 14 – 1.6
		Eval.:

Choose two of the following situations and write the corresponding letters.
 Write each letter on a separate sheet of white paper.
 Take care with the presentation, the layout, the writing (which must be legible) following the advice you have received in this module.
 Of course, if you have the possibility, you can do this exercise on a computer.

1. You write to the social services in your town to draw their attention to the situation of a very elderly neighbour, who has no family and no financial support.

2. You write to the company where you work to explain your absence for health reasons. (Enclose a medical certificate from your doctor.)

3. You write to the works inspector to ask him to intervene with your employer in the dispute concerning overtime that you did recently.

4. Over a year ago you applied to your Town Hall for council housing. At the time, you met the person in charge of the applications for council housing, who had received you very kindly. However, you have still had no news of your application and no offer of any housing solution. You write to the person who received you to follow up your request and draw her attention to your present situation.

SHOW YOUR WORK TO THE TEACHER