

Unit 4: Formal Letter Writing Skills

Short-answer questions

Specific instructions to students

- These exercises will help you practise writing formal letters.
- Read the following information on formal letter writing, then write your own letters following the instructions provided.

A formal letter is a method of communication that uses a professional tone and manner. There are many reasons for writing a formal letter. It could be to order supplies, to identify a mistake that was committed or to apologize for an error. A formal letter should be clear, concise and courteous as well as following a set structure. This should include:

1. The sender's address.
2. Name, title and company name.
3. Date (day, month and year).
4. Heading to indicate the reason for writing the letter.
5. Greeting (Dear Mr/Mrs).
6. Introductory paragraph.
7. Middle paragraphs containing the relevant information behind writing the letter.
8. Closing paragraph describing what action you expect the recipient to take and a courteous closing sentence.
9. A complimentary close (Yours faithfully if you do not know the recipient or Yours sincerely if you know the recipient).
10. Leave room for your signature.



Section A: Letter of complaint

You have recently purchased a new sound system for your car, from a well known parts and accessory supplier. Having spent many hours fitting it, you find that two of the speakers do not work properly and that there is an intermittent fault with the remote control unit. When you returned to the place where you bought it, the sales adviser was very dismissive of your concerns and refused to help you. Using the appropriate language, write a letter of complaint to the company's head office, setting out:

- what you purchased
- what is wrong with it
- how you were treated by the sales adviser
- what you would like the company to do to resolve your complaint.

Answer:

Ensure that the letter includes the following:

1. The sender's address
2. Name, title and company name
3. Date (day, month and year)
4. Heading to indicate the reason for writing the letter
5. Greeting (Dear Mr/Mrs)
6. Introductory paragraph
7. Middle paragraphs containing the relevant information
8. Closing paragraph describing what action you expect the recipient to take and a courteous closing sentence
9. A complimentary close (Yours faithfully if you do not know the recipient or Yours sincerely if you know the recipient)
10. Room for a signature

Section B: Job application letter

Trainee Vehicle Technician / Car Mechanic Main Car Dealership

Location: Salisbury, Wiltshire

Salary: £14,000 – rising to £17,000 per annum on qualification

We are currently recruiting for a Trainee Motor Vehicle Technician / Motor Vehicle Mechanic who has commitment, ambition and a real desire to learn about a full range of vehicle diagnostics. Reporting to the Workshop Supervisor, the successful applicant will be part of a small team responsible for the repair and maintenance of a range of vehicles.

The successful applicant must have:

- A quality focus, taking pride in excellent workmanship
- Enthusiasm to work hard
- The ability to work as part of a team.

Please send your application to Mr Andrew Briars, Salisbury Motors, North Way, Salisbury, Wiltshire

You have seen the above advert in your local paper with a vacancy for a trainee. Write a letter of application, setting out why you would like the job and the skills that you have that make you suitable for the job. Continue writing your letter using the notes section at the back of this workbook if required.

Answer:

Ensure that the letter includes the following:

1. The sender's address
2. Name, title and company name
3. Date (day, month and year)
4. Heading to indicate the reason for writing the letter
5. Greeting (Dear Mr/Mrs)
6. Introductory paragraph
7. Middle paragraphs containing the relevant information
8. Closing paragraph describing what action you expect the recipient to take and a courteous closing sentence
9. A complimentary close (Yours faithfully if you do not know the recipient or Yours sincerely if you know the recipient)
10. Room for a signature

Ensure that the learner has made reference to the following personal qualities:

- A quality focus, taking pride in excellent workmanship
- Enthusiasm to work hard
- The ability to work as part of a team