

LETTER OF ENQUIRY & REPLY

CLASS 10
DPS, MIYAPUR





ENQUIRY

INQUIRY OR ENQUIRY? – LET US BE CLEAR!



Inquiry or Enquiry?



There will be
an **inquiry**.

inquiry

(formal investigation)



enquiry



Were there
any **enquiries**.
about the
sauce?

enquiry

(question)

inquiry

(formal investigation
or
question)



WHAT IS LETTER OF ENQUIRY?

Letter of Enquiry describes what a person wants and why.

It is a business letter. Hence, the language should be formal.

Letter of Enquiry is written to enquire about services and products.

It is sent to an individual or an organization.

WHAT KIND OF ENQUIRIES ARE MADE?

Quality, quantity, and price of goods, discount rates, delivery and time of supply etc.



Enquiry made to plan trips, parties, meetings, schemes etc.

Enquiry made in response to advertisements and publicity seen in newspapers, bill boards, magazines etc.

 **BYTES COMPUTER CENTRE**
Computer Courses for All Age Groups

100% LIVE TRAINING

TRAINING & CERTIFICATION

“ FUEL YOUR PASSION ”

CORPORATE TRAINING

- Basic Computer Courses
- Graphics & Web Designing
- Web Development (Php/MySQL, CMS)
- Digital Marketing (SEO, SMO, PPC)
- App Development (Java, Eclipse)
- Hardware and Networking
- Personality Development





 **Travel Booking WordPress Plugin**

✓ Unlimited Travel Packages	✓ Email Notification	✓ Activities Page
✓ Smart Travel Booking Process	✓ Unlimited Tabs	✓ Trip Types Page
✓ Payment Processing	✓ Unlimited Trip Facts	✓ Change Currency
✓ Itinerary Builder	✓ Destination page	✓ Translation Ready
✓ Enquiry Form		

FORMAT



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Sender's address (not more than 3 lines)

(leave a line)

21 December 2022

(leave a line)

Receiver's address (4 lines- Designation of the receiver, Name of the company/institution, area, City)

SUBJECT: Enquiry regarding/about.....

Salutation (Sir/Madam)

Body

(Para 1)- Introduce yourself and the purpose of writing the letter

(Para 2)- Details of the topic

(Para 3)- Conclusion

Complementary closing

Yours sincerely

Signature

Sender's name

SENDER'S ADDRESS

- + Sender's address is written on the left side.
- + In the Sender's address, House/Flat name or no., Area/locality, City should be included.
- + No need of Pin code.
- + If the address is given in the QP, write that address as it is.



DATE & RECIEVER'S ADDRESS



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- + The date format is as follows- 14 January 2022
- + No other format is accepted.
- + Receiver's address is written in 3- 4 lines that includes Addressee, Organization name, area, city.
- + Pin code is not required.
- + Name of the state is not required.

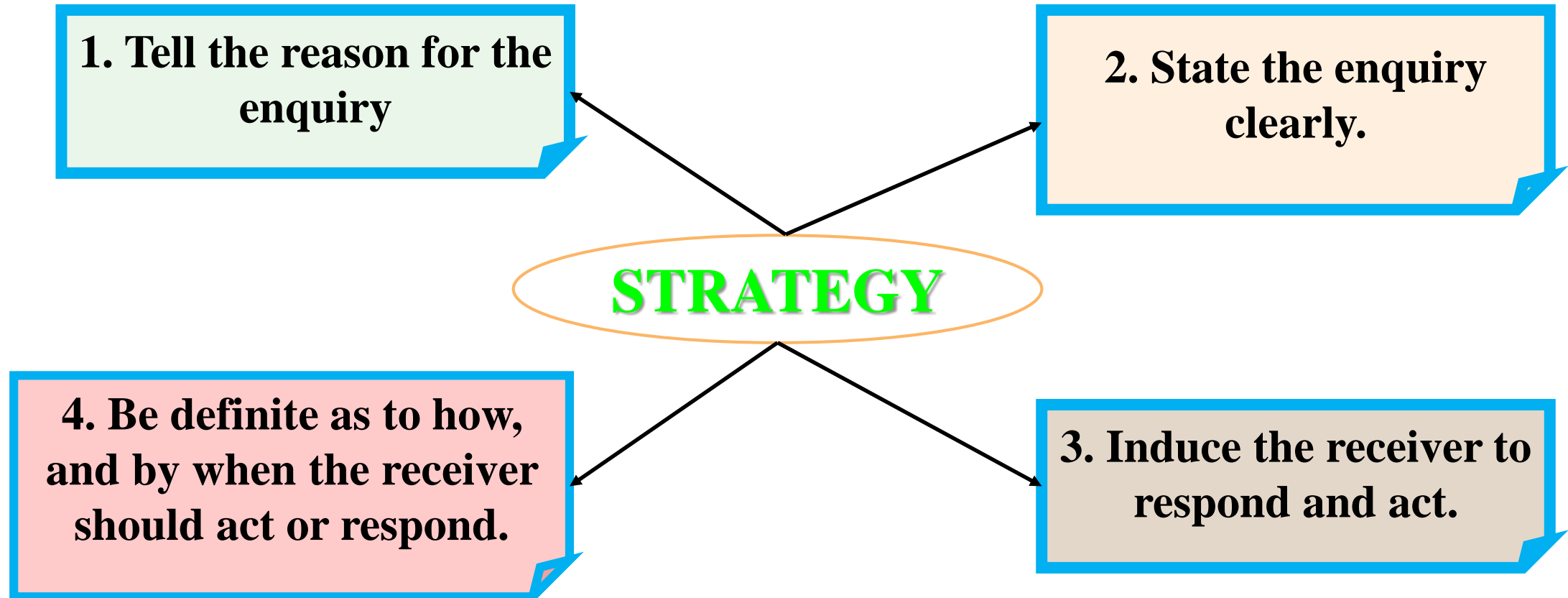
SUBJECT & SALUTATION



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- + Subject should come before salutation.**
- + It should be written in capital letters to grab attention.**
- + The Subject line should not be more than 5 to 6 words.**
- + The Subject line should clearly state the purpose of the letter.**
- + It should start with Enquiry about/regarding....**
- + In Salutation, do not use 'Respected', 'Dear', use only 'Sir/Madam/Ma'am'**

STRATEGIES OF WRITING AN ENQUIRY LETTER

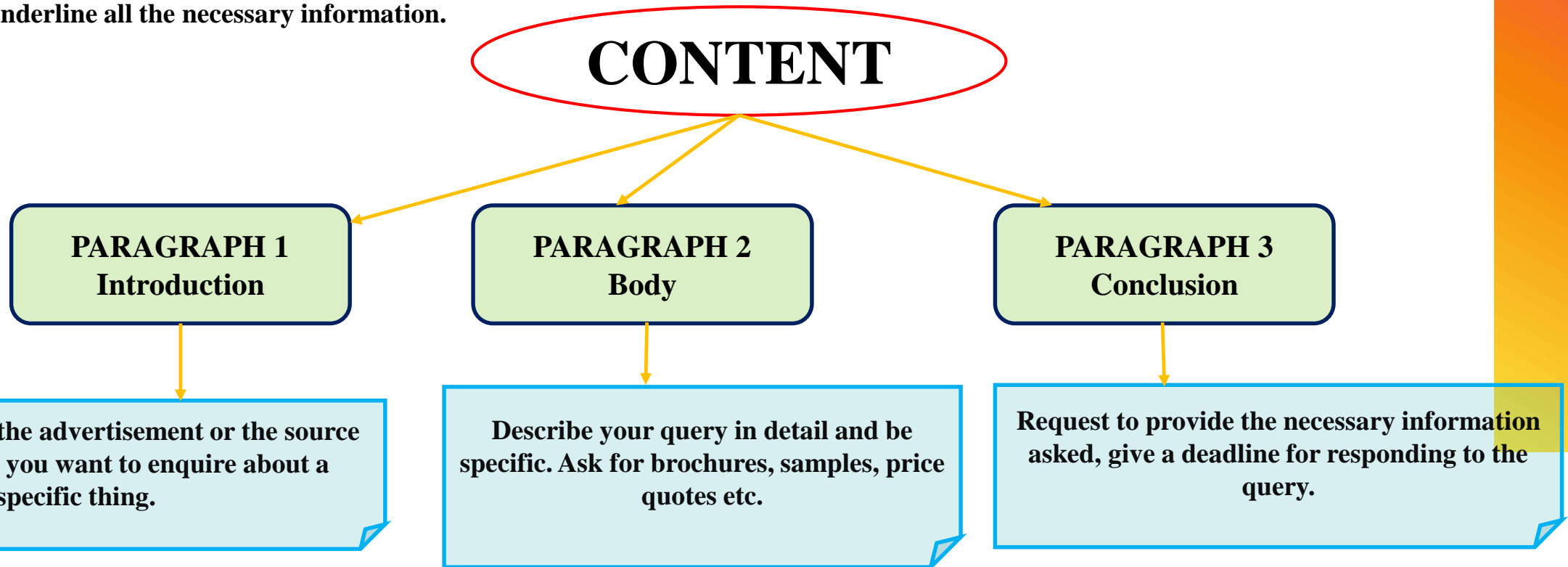


BODY OR CONTENT



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- + The body of the letter is the information that you write in a letter.
- + The language used is formal and official.
- + The tone is polite.
- + The content is divided into 3 paragraphs.
- + Each paragraph is separated by a line space.
- + Pointers are also accepted if not preferred.
- + Underline all the necessary information.



CLOSING



- + Only use ‘Yours sincerely’, not ‘Yours faithfully’.
- + No comma in the format except in the body.
- + Thanking you is not required.
- + First signature (mandatory), then name in brackets, not the other way round. If it is ABC or XYZ, then put the name in brackets.
- + If name is not mentioned in the QP, then also put ABC or XYZ.

POINTS TO REMEMBER



- + Subject should be written in capital letter to grab attention' SUBJECT'
- + Subject should come before salutation.
- + Word limit- 100-120 words.
- + While enquiring about a particular course, enquire admission dates, process (entrance tests, if any), fees, duration of the course, prospectus, any other relevant info.
- + While enquiring about a particular trip package, give your itinerary, the price details, hotel charges, give your duration of stay, no. of people going, transport, ask for discount if any.
- + Before placing order, enquire about the product, guarantee, warranty, price, quality etc.

Useful phrases for writing ENQUIRY LETTER

With reference to
the advertisement...

I would like to know
about the ...

I am interested to know ----
- which you recently
advertised/posted in ----
...

I, ---- am writing to
enquire about...

I will be grateful if
you kindly furnish
the required details
by -----...

I will be obliged if
you send the ...

I look forward to
receiving your reply with
the detailed information...
...

Sample

You are Sudha/Sujan, from Chennai and wish to purchase cricket products. Write a letter of enquiry asking for the availability of cricket coaching accessories and price lists of the same, from Sports Mania, T Nagar, Chennai, asking for more details.

Pragathi Apartment
Rajendra Prasad Nagar
Chennai

20 December 2022

The Sales Executive
Sports Mania
T Nagar
Chennai

SUBJECT: Enquiry about cricket coaching accessories

Sir

This is with reference to your advertisement in the 'Indian Express' for the quality sports equipment for cricket. I have been selected to appear for state level tournament and I am keen on purchasing the quality cricket accessories for the coaching classes.

Kindly let me know about the availability of the needed accessories and also the date of delivery of the products. I would like to know the duration of the delivery and mode of payment, information about the price payable and also the rate of discount offered for the members of Sai Cricket Academy along with the copy of the quotation list.

I have heard that your shop is very popular and would like to place the order as soon as possible. Your early response will enable me to decide quickly.

Yours sincerely

Sudha/Sujan

(Sudha/Sujan)

A close-up photograph of a lemon slice floating in water, with numerous clear water droplets on its surface and in the surrounding liquid. The image is set against a background with a vertical color gradient from green on the left to yellow on the right.

REPLY

Letter of Reply

Letter of reply to an enquiry

- Much effort and money are spent on getting potential customers to make enquiries about one's products. The enquiries must be carefully attended because it reflects business etiquette on the part of seller
- Reply letters perform the function of a salesman
- Each item in the enquiry should be taken into consideration

Hints for drafting reply to an enquiry

- **Acknowledge receipt of enquiry**
- **Thank the party for having shown interest in purchase**
- **Give details regarding price, cash discount and other favourable terms of trade**
- **State the terms of payments, mode of transportation**
- **State the time required to execute the order if placed**
- **State whether the price list, catalogue, sample etc. are enclosed or sent separately.**
- **Try to attract prospective buyer to place order**
- **Urge the enquirer to place an order soon**

REPLY SAMPLE

Sports Mania
T Nagar
Chennai

25 December 2022

Pragathi Apartment
Rajendra Prasad Nagar
Chennai

SUBJECT: Reply to cricket coaching accessories enquiry

Sir/Ma'am

Thank you for your enquiry regarding cricket coaching accessories dated 20 December 2022. We are glad to enclose the latest paraphernalia along with the detailed price list.

You can select the items needed for your cricket coaching and based on your choice we will let you know the date of delivery and cost. We will be shipping the products to your home address via courier and the mode of payment will be online. As per our normal trade, we offer a discount of



5-10 % based on the final billing amount.

If you need any further assistance, please do write to us, and we will guide you.

Yours sincerely

P K Sharma

(P K Sharma)

Sales executive

Sports Mania

Useful sentences as reply

Acknowledgement of enquiry letter:

- Thank you for your enquiry about prices and conditions for_____
- We are grateful to you for your enquiry of _____, and glad to quote prices as follows.
- We are glad to submit our estimates as under.

Details regarding terms of payment:

- The goods will be supplied on C.O.D. bases.
- We would like you to pay the invoice amount at the time of placing an order.

Details regarding price list / catalogue:

- We enclose a copy of our latest price list for your references.
- A copy of our latest price list / catalogue is enclosed.

Details regarding time of delivery:

- Your order will be executed within____ receipt of order.
- We shall be in a position to supply the desired goods from our ready stock.

Courtesy ending:

- We hope to hear from you soon.
- We look forward to receiving your order soon.
- We expect positive response from you.
- We expect to get the order from you soon.



Your Turn of enquiry & Reply

You want to visit Udaipur and two other cities of Rajasthan during the next summer vacations. Write a letter to the Director, Rajasthan Tourism, Jaipur enquiring about at least four things that you should consider important before you plan your visit. You are Venkatesh/ Vedika living at 3, Anna Nagar, Nungambakam, Chennai.



Thank you