

TITLE: Appreciation, Apology and Acknowledgement Letters

1. Introduction to Formal Letters in Engineering

In the professional world, written communication plays a critical role. As future engineers, students will often be required to communicate:

- With professors, clients, and companies
- Regarding projects, submissions, services, and feedback
- In formal contexts like internships, placements, or customer service

Types of formal letters include:

- Letters of appreciation
- Letters of apology
- Letters of acknowledgement

Each has a distinct purpose and tone.

☐ **2. Appreciation Letters**

? What is an Appreciation Letter?

An appreciation letter is a formal way of saying “thank you” to someone for a specific contribution, effort, or achievement.

☐ **When to Use:**

- Thanking a teacher or mentor for guidance
- Acknowledging a team member's extra effort

- Expressing gratitude for a recommendation or referral
- Thanking a company for successful service delivery

□ Key Components:

1. Greeting – Use a respectful salutation: "Dear Sir/Madam", "Dear Prof. Rao"
2. Purpose – Mention what you're appreciating
3. Details – Specify the action or effort
4. Closing – End with thanks or well wishes
5. Tone – Should be warm, positive, and sincere

□ Sample:

Dear Prof. Sharma,

I am writing to sincerely thank you for your invaluable guidance during my final-year project. Your insights and support helped us complete the project successfully.

We are deeply grateful for your time and encouragement.

Sincerely,

Ananya Joshi

□ 3. Apology Letters

? What is an Apology Letter?

An apology letter is written when someone needs to express regret for a mistake, failure, or misunderstanding.

□ When to Use:

- Missing a deadline or deliverable

- Miscommunication with a teammate or superior
- Failure to attend a meeting or interview
- Mistake in submitted work

□ Key Components:

1. Apology Statement – Clearly state you are sorry
2. Reference – Mention the specific issue
3. Explanation (Optional) – Keep it brief and non-defensive
4. Corrective Action – What are you doing to fix it?
5. Closing – A respectful and sincere end
6. Tone – Honest, responsible, and polite

□ Sample:

Dear Mr. Kumar,

I apologize for the delay in submitting the report due to a personal emergency. I understand the importance of deadlines and regret the inconvenience caused.

The report has now been submitted, and I assure you of timely submissions in the future.

Regards,
Rohan Gupta

□ 4. Acknowledgement Letters

? What is an Acknowledgement Letter?

An acknowledgement letter is used to confirm the receipt of something—a document, email, application, delivery, or information.

☐ When to Use:

- Receiving a report, application, resignation
- Acknowledging an order or complaint
- Confirming information or payment

☐ Key Components:

1. Reference – Mention what you are acknowledging
2. Confirmation – Clearly state that it has been received
3. Next Steps – Optional (e.g., when will action be taken?)
4. Tone – Neutral, formal, and professional

☐ Sample:

Dear Ms. Singh,

We acknowledge receipt of your application for the position of Technical Intern, dated May 25, 2025.

Our HR team is reviewing all applications and will contact you shortly regarding the next steps.

Best regards,

HR Department

☐ 5. Tone and Language Comparison

Type	Tone	Common Phrases
Appreciation	Warm, sincere	"We thank you for...", "We appreciate your..."

Apology	Humble, polite	"I sincerely apologize...", "We regret the..."
Acknowledgement	Neutral, formal	"We acknowledge receipt of...", "This is to confirm..."

☐ 6. Common Mistakes to Avoid

- Using informal or casual language
- Being overly emotional or defensive in apologies
- Forgetting to include key information (date, document name, etc.)
- Writing long or vague letters
- Failing to proofread (spelling/grammar errors)

Tip: Always write clearly, concisely, and respectfully.

☐ 7. Classroom Activity (Practice Writing)

Ask students to choose one of the following tasks and write a letter in 10–15 minutes:

1. Write an appreciation letter to your lab instructor.
2. Write an apology to your team for missing a submission deadline.
3. Write an acknowledgement letter to confirm receipt of a project brief.

After writing:

- Exchange with a peer and provide feedback on tone, clarity, and completeness.
 - Discuss: How did the tone differ in each letter?
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☐ 8. Resources and Tools for Improvement

- Purdue Online Writing Lab (OWL) – Letter formats
 - NPTEL Communication Skills Courses
 - Books:
 - *Technical Communication* – Meenakshi Raman & Sangeeta Sharma
 - *Business Communication Today* – Bovee & Thill
 - Tools: Grammarly, Hemingway Editor
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☐ 9. Summary

- Formal letters are essential tools in professional and academic life.
 - Each type—Appreciation, Apology, Acknowledgement—serves a specific purpose.
 - Format, tone, and clarity are key to effective communication.
 - Regular practice improves written professionalism.
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✓ 10. Learning Outcomes Revisited

LECTURE NOTES
Professional Communication Skills (303193203)

- Identified the function and tone of appreciation, apology, and acknowledgement letters
- Learned the standard format for each letter type
- Practiced crafting clear and polite letters for different situations
- Developed confidence in formal business communication