

PEL 131 UNIT-6

COMMUNICATION SKILLS II

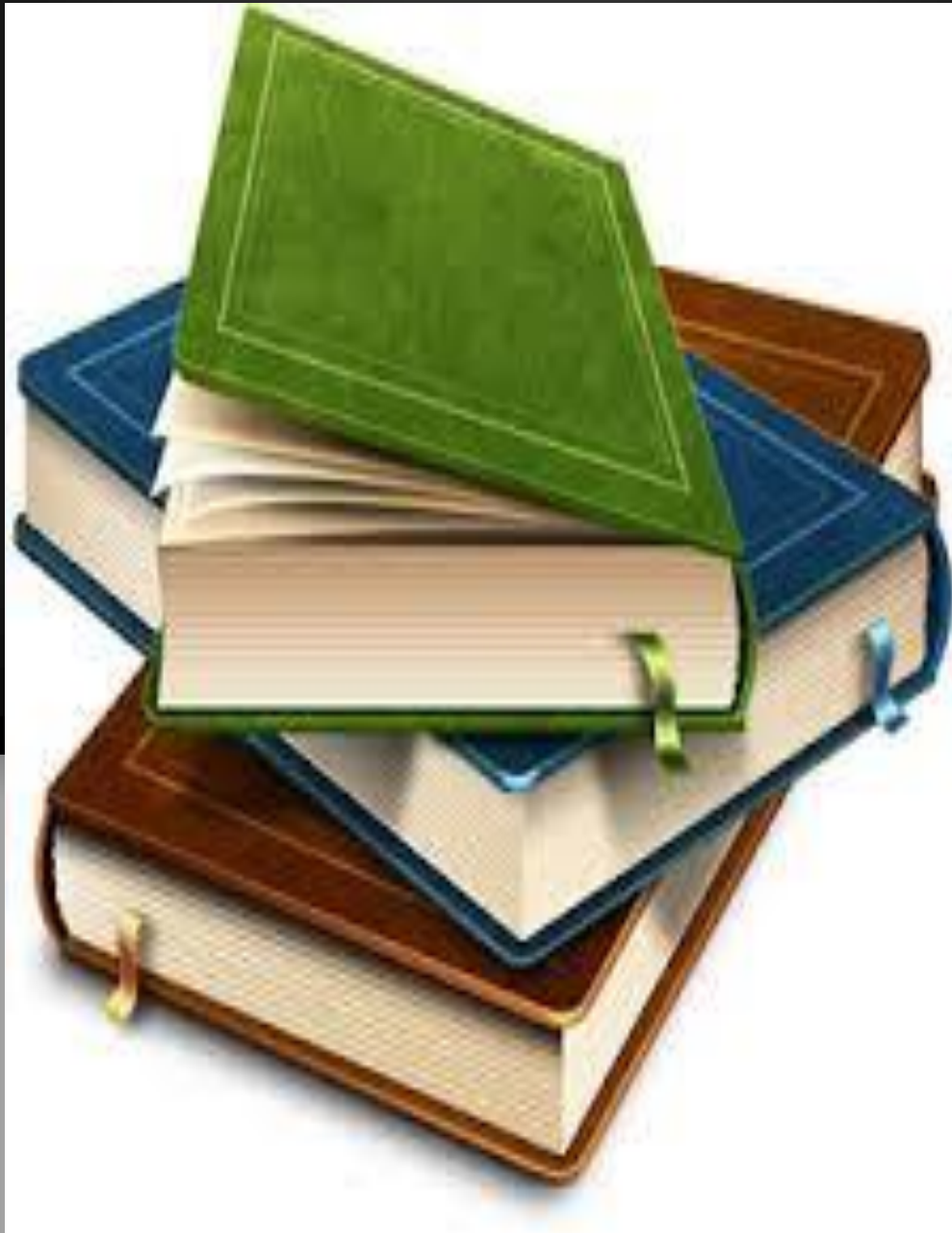


TABLE OF CONTENTS

Unit VI

Making reservation and arrangements: telephone etiquettes; vocabulary and phrases for making reservation and arrangements, formal letter writing; request and complaint letters

UNIT 6

Making Reservation & Arrangements

I. Making Reservations

What are Telephone Etiquettes?

An individual needs to follow a set of rules and regulations while interacting with the other person over the phone. These are often called as telephone etiquettes. It is important to follow the basic telephone etiquettes as our voice plays a very important role in creating an impression of our personality, education, family background as well as the nature of job we are engaged in. The person giving the information is called the sender and the second party is the recipient.

Telephone etiquettes to be followed:

- Always remember your voice has to be very pleasant while interacting with the other person over the phone. Don't just start speaking, before starting the conversation use warm greetings like "good morning", "good evening" or "good noon" depending on the time.
- Never call any person at odd hours like early morning or late nights as the person will definitely be sleeping and will not be interested in talking to you.
- In any official call, don't use words like "Any guess who I am?" as the person on the other side might be occupied with something and can get disturbed. Always say "Is it Ted?", and do ask him, "Is it the good time to talk to you?" and then start communicating. If the person sounds busy always wait for the appropriate time.
- Make sure your content is crisp and relevant. Don't play with words, come to the point directly and convey the information in a convincing manner. First prepare your content thoroughly and then only pick up the receiver to start interacting.
- After dialing, always reconfirm whether the person on the other side is the desired person whom you want to interact with. Always ask "Am I speaking to Mike?" or "Is this Jenny?" before starting the conversation.
- Always carefully dial the numbers, never be in a rush or dial the numbers in dark as it would lead to a wrong call. If by mistake you have dialed a wrong number, don't just hang up, do say sorry and then keep the phone courteously.
- Never put the second party on a very long holds. Always keep the information handy and don't run for things in between any call as the listener is bound to get irritated.
- While interacting over the phone, don't chew anything or eat your food. First finish your food and then only dial the number. If you are reading, please leave the book aside, first concentrate what the other person wishes to convey and then continue with the book.
- After completing the conversation, don't just hang up. Reconfirm with the receiver whether he has downloaded the correct information or not and do end your conversation with pleasant words like "Take care", "nice speaking with you" and a warm bye. Never say Goodbye.
- Always speak each and every word clearly. The person on the other hand can't see your expressions so remember your tone should be apt to express your feelings in the correct form.
- If you are not the correct person and the speaker needs to speak to your fellow worker always say "one moment please- I will call him in a minute". If the colleague is not in the office premises, always take a message on his behalf and don't forget to convey him when he is back.

Vocabulary and phrases for making arrangements

Some common expressions can be used to make arrangements.

To make an arrangement, use We....

*We can eat out tonight.
We can go to the movies.
We can take the train.*

*We can schedule the meeting for tomorrow.
We can discuss our concerns with the manager.
We can meet outside the cinema.*

To ask someone where they would like to meet, use Where...?

*Where shall we meet?
Where would you like to meet?
Where shall we go to eat?*

*Where would you like to spend the evening?
Where would you like to go on holiday?*

To ask someone when they want to meet, use Whe ...? or What time...?

*What time does the meeting start?
When shall we meet?*

When would you like to meet for dinner?

TELEPHONE ETIQUETTE

Useful telephone vocabulary and phrases in English

Making contact :	<ul style="list-style-type: none">▪ Hello / Good morning / Good afternoon ...▪ This is John Brown speaking▪ Could I speak to please?▪ I'd like to speak to▪ I'm trying to contact
Giving more information:	<ul style="list-style-type: none">▪ I'm calling from Tokyo / Paris / New York / Sydney ...▪ I'm calling on behalf of Mr. X ...
Taking a call :	<ul style="list-style-type: none">▪ X speaking.▪ Can I help you?
Asking for a name / information :	<ul style="list-style-type: none">▪ Who's calling please?▪ Who's speaking?▪ Where are you calling from?▪ Are you sure you have the right number / name?
Asking the caller to wait :	<ul style="list-style-type: none">▪ Hold the line please.▪ Could you hold on please?▪ Just a moment please.
Connecting :	<ul style="list-style-type: none">▪ Thank you for holding.▪ The line's free now ... I'll put you through.▪ I'll connect you now / I'm connecting you now.

Giving negative information :	<ul style="list-style-type: none"> ▪ I'm afraid the line's engaged. Could you call back later? ▪ I'm afraid he's in a meeting at the moment. ▪ I'm sorry. He's out of the office today. / He isn't in at the moment. ▪ I'm afraid we don't have a Mr./Mrs./Ms/Miss. ... here ▪ I'm sorry. There's nobody here by that name. ▪ Sorry. I think you've dialled the wrong number./ I'm afraid you've got the wrong number.
Telephone problems :	<ul style="list-style-type: none"> ▪ The line is very bad ... Could you speak up please? ▪ Could you repeat that please? ▪ I'm afraid I can't hear you. ▪ Sorry. I didn't catch that. Could you say it again please?
Leaving / Taking a message :	<ul style="list-style-type: none"> ▪ Can I leave / take a message? ▪ Would you like to leave a message? ▪ Could you give him/her a message? ▪ Could you ask him/her to call me back? ▪ Could you tell him/her that I called? ▪ Could you give me your name please?

Sample telephonic conversation1: Making a reservation

A: I'd like to reserve a hotel room.

B: That should be no problem. May I have your full name, please?

A: My name is John Sandals.

B: Hello, Mr. Sandals. My name is Michelle. What days do you need that reservation, sir?

A: I'm planning to visit New York from Friday, April 14 until Monday, April 17.

B: Our room rates recently went up. Is that okay with you, Mr. Sandals?

A: How much per night are we talking about?

B: Each night will be \$308.

A: That price is perfectly acceptable.

B: Wonderful! Do you prefer a smoking or nonsmoking room?

A: Nonsmoking, please.

B: Okay, Mr. Sandals. Your reservation is in our computer. All we need now is a phone number.

A: Certainly. My phone number is 626-555-1739.

B: Thank you, Mr. Sandals. We look forward to seeing you in New York!

II. Making arrangements

Sample telephonic conversation1: Making an arrangement

The Protocol Department arranged a visit of diplomats accredited at Moscow to the Cardiological Centre of the Ministry of Public Health. Here is a talk between a Soviet official and an Australian diplomat concerning the details of the visit.

Mr Ward: Good morning. This is Ward of the Australian Embassy speaking.

Mr Orlov: Good morning, Mr Ward. Orlov speaking. Can I be of any help to you?

Mr Ward: I am calling to confirm our visit to the Moscow Cardiological Centre. Any changes in the schedule of the visit, Mr Orlov?

Mr Orlov: No changes so far. The visit is arranged for the heads of staff and other members of foreign missions and embassies in Moscow.

Mr Ward: The date and time remain as mentioned in the memo?

Mr Orlov: Yes, next Tuesday, 11 a.m.

Mr Ward: Thank you. Are we supposed to go to the Cardiological Centre on our own?

Mr Orlov: No, Mr Ward, we invite you to come to the Foreign Ministry first, and then we'll proceed to the Centre in buses.

Mr Ward: That's a good idea. Any chance of seeing you, Mr Orlov, at the Ministry?

Mr Orlov: Of course, I'll be accompanying you to the Cardiological Centre.

Mr Ward: Fine. See you next Tuesday, then. Good-bye.

Mr Orlov: Good-bye, Mr Ward.

I. An Introduction to Letter Writing

What are formal letters?

Formal letters or business letters are written to achieve a specific purpose. These can include:

- ☐ Complaining
- ☐ applying for a position such as employment
- ☐ Requesting information about something
- ☐ applying for acceptance to a college or university.

The layout of a formal letter

A formal letter has a different layout from an informal letter. Here are some features you need to know:

1. The writer's address is in the top left corner.
2. Include the date under the address.
3. The recipient's (also called the receiver's) address is on the left. This helps a company or large institution to know which staff member should deal with the letter.
4. The subject line is a very short 'title'. This tells the recipient what the letter is about. This is very helpful so that they can categorize it quickly and know who it applies to and what it is about.
5. The letter ends with 'Yours faithfully', and then your name. Many learners get confused about when to use 'Yours faithfully' and 'Yours sincerely'. Use this hint: Faithfully for Formal letters, and Sincerely for Social letters.

What are some of the features of a formal letter?

- A formal letter is always written in formal language. But it does not need to be old-fashioned.
- Do not ask the recipient how they are. You only do that in social or friendly letters.
- Include all the information the recipient will need.
- Use full sentences and correct grammar.

How to plan a formal letter

You could plan a formal letter like this:

1. Introductory paragraph: Explain what the letter is about.
2. Paragraph 2: Give any background information.
3. Paragraph 3: Write about any action that needs to happen.
4. Concluding paragraph: End politely, in a short paragraph. Here are two possible sentences:
 - Thank you for your assistance.
 - I hope that this matter will be resolved.

Format:

Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email Address

Date

Contact Information *(The person or company you are writing to)*

Name
Title
Company
Address
City, State, Zip Code

Salutation

Dear Mr./Ms. Last Name: (Use a formal salutation, not a first name, unless you know the person extremely well. If you do not know the person's gender, you can write out their full name. For instance, you could write "Dear Pat Crody" instead of "Dear Mr. Crody" or "Dear Ms. Crody")

Subject:

Body of Letter

When writing a letter, your letter should be simple and focused, so that the purpose of your letter is clear.

The first paragraph of your letter should provide an introduction as to why you are writing so that your purpose is obvious from the very beginning.

Then, in the following paragraphs, provide more information and specific details about your request or the information you are providing.

The last paragraph of your letter should reiterate the reason you are writing and thank the reader for reviewing your request.

Leave a blank line after the salutation, between each paragraph, and before the closing.

Closing

Yours Sincerely

Name

Complaint letter:

A Complaint Letter is a type of letter written to address any type wrong doing, offence, grievance, resentment arising out of a product, service etc. Complaint Letters are used to raise your concerns about unfair things and seek a productive outcome.

Mike Milligan
346, Palm Street
Texas.

12 September 2020

Jake Jonathan
Branch Manager
Lucky Stores
Downtown Street
Texas

Dear Mr. Jonathan,

Subject: Complaint regarding LG Refrigerator

I purchased a 390 Ltr capacity LG Refrigerator from your store on 10 August 2020 for Rs. 50,000. The piece is on two years warranty. It was delivered to my residence on 11 August 2020 and your representative familiarized me with its settings and operations.

On 03 September 2020, water started dripping from the fridge continuously. Your technician came home, undertook repairs and guaranteed no further trouble. But the problem resumed a week later. Despite repeated repairs, the problem still persists.

I have tried reaching your service-staff for the past two days with no response. I am not satisfied with the repairs undertaken. Since the piece is on warranty and the problem is persistent, I request you to kindly replace it with a fully-serviceable one at the earliest.

I am enclosing a copy of the purchase-receipt and service-card for the repairs undertaken so far.

Yours Sincerely

Mike Milligan

Request letter:

Request Letter is a letter which is written when you need certain information, permission, favour, service or any other matter which requires a polite and humble request.

Mike Milligan
346, Palm Street
Texas.

November 20th 2020

Rupert H. Dam
Manager, HR Department
Fine Prospects Pvt Ltd
6670 Holsted

Dear Mr. Dam

Subject: Request to re-schedule my interview appointment

I am writing to request a re-scheduling of my interview appointment with your esteemed company which was scheduled on December 19th 2020 at 5pm. I was called for an interview with Fine Prospects Pvt Ltd for the post of Assistant Coordinator for Sales and Services Department.

I am unable to make it for the said interview as there is a recent bereavement in my family which requires my full attention and presence outside the country at the moment. I will be back by December 22nd 2020 for a rescheduled interview.

I believe that my relevant qualifications and 5 years of marketing experience make me a relevant candidate for the mentioned post. My records with previous employments have been impeccable as to attitude and performance.

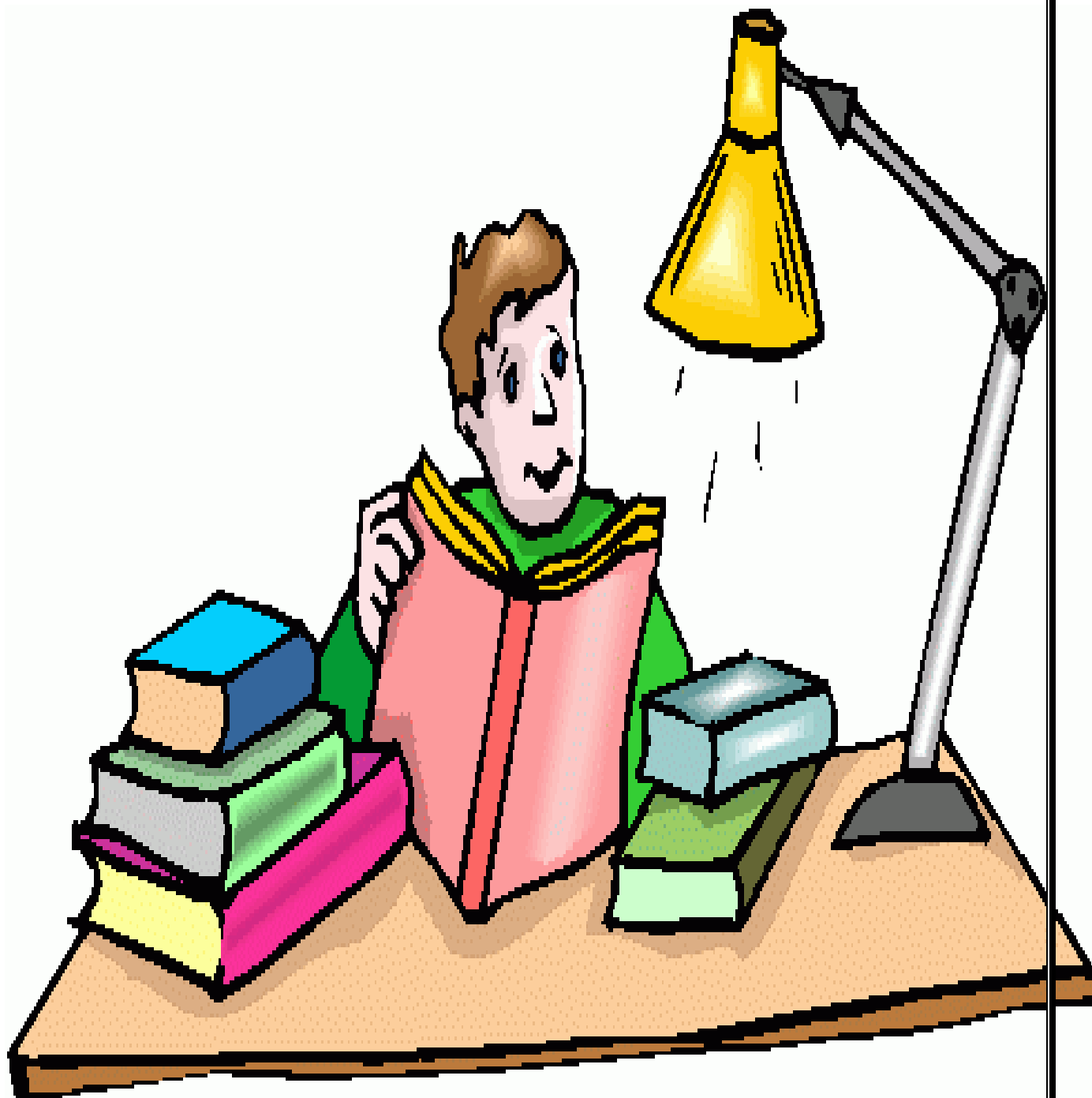
I appeal to your kind consideration on my request. I can be contacted at joeg@yahoo.com for any clarification.

I await your kind response.

Yours Sincerely

Joe Garner

PEL 131 Unit-6 Tutorial Exercises



COMMUNICATION SKILLS-II

Unit-VI

Q6.1. Multiple choice questions based on Telephone etiquette:

MCQs on telephone Etiquettes

1. Why are telephone greetings so important?

- A. It is the first impression
- B. It shows that you are happy
- C. It shows that you are polite

2. What is important about your voice?

- A. The volume
- B. The speed
- C. The tone
- D. All of the above

3. When putting a caller on hold, what do you need to say or ask?

- A. Ask if it is ok to put the caller on hold
- B. "Would you like to be put on hold?"
- C. "I apologise for the inconvenience"

4. Who should end the phone call first?

- A. The person who answered
- B. The person who called
- C. It doesn't matter

5.You are having a conversation with your colleague and the phone rings. What do you do?

A.Get the caller's phone number and call him / her back.

B.Tell your colleague to wait.

C.Answer the phone and put the caller on hold

6.The way the message will travel between sender and receiver

A.Channel of Communication

B.Assurance

C.Reliability

D.Different ideas

7.Your ability to help the caller

A.request permission

B.Sender

C.Tangibles

D.responsiveness

8.What surrounds the communication process

A.Etiquette

B.Sender

C.telephone Etiquette

D.Physical environment

9.Indicates that the message has been heard and understood

A.Feedback

B.Telephone Etiquette

C.Different areas

D.Identifies the organisation

10.Greeting-Identification -and solicitation

A.Physical environment

B.elements of an effective greeting

C.Request permission

D.Sender

11.Defined as the practices and forms prescribed by convention or by authority.

A.request permission

B.Taking a message

C.Etiquette

D.Feedback

12.You deliver what you promised

A. reliability

B.Sender

C.Taking a message

D.Feedback

13.Your ability to show you care

A.Controlling the conversation

B.Receiver

c.Tangibles

D.Empathy

14. Your ability to convey knowledge and courtesy

A. Controlling the conversation

B. Receiver

C. Channel of communication

D. Assurance

15. What should you do at a meeting?

A. Turn off your telephone

B. Use silent or vibrate mode

C. Keep your phone on

16. Which of the following is a part of telephone etiquette?

A. Take the call without disruption

B. Never chew gum, eat or drink while you're on call

C. Always have something available to write

D. All of these

17. Which one is the correct way to greet a caller?

A. Hi this is Mr. Jones.

B. Dr. Smith's office, this is Rachel. How may I help you?

C.Ms. Williams speaking, what do you need?

D.They are all acceptable.

18.In the unlikely event that you reach a receptionist or secretary when making a business call (instead of voice mail of the person you are calling), how should you address the call taker?

a.Ask for the person you're calling for

b.Ask for your party's extension without offering any other information

c.Ask for the person you're calling for, state your name and purpose for calling

d.Ask for the person you're calling for, and state your name

19.You should never take a business call at lunch even if co-workers lunching with you don't mind.

a.True

b.False

20.What does not need to be a consideration before you make a phone call?

a.Who you are calling

b.The purpose of your call

c.The best time to call

d.A brief joke to break the ice

21.It is said you should make business calls during the time of day most people are freshest to receive them. When is this?

a.8 a.m. to 10 a.m.

b.10 a.m. to noon

c.1 to 3 p.m.

d.3 to 5 p.m.

22.If your business call to someone will be unexpected, what should you do?

- a.Tell them the purpose of your call then ask them to call you back at their convenience
- b.Leave a message on voice mail or with a receptionist and tell them to call at their convenience
- c.Email them and ask what a good time for calling would be
- d.Call them, but first ask if they have time, before proceeding with the call

23.Why should you keep a pad and pen near the phone for use during business calls?

- a.To jot down things your party says so you remember them and to jot down ideas to suggest to your party.
- b.To jot down notes about other things you need to do
- c.To draw something beautiful.
- d.To help script your call so you don't forget anything

24.Why should you generally not answer your business phone on the first ring?

- a.It's rude
- b.You don't look busy enough
- c.You should let the phone ring through to your voice mail so you can talk at a time of your choosing
- d.It can catch the caller off-guard

Q6.2. Read the following conversation for reservation and fill in the blanks accordingly:

Listed	Vacancies	prefer	advance	available
--------	-----------	--------	---------	-----------

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any_____?

R: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us.

R: And would you like a room with twin beds or a double bed?

C: A double bed, please.

R: Great. And would you _____ to have a room with a view of the ocean?

C: If that type of room is_____, I would love to have an ocean view. What's the rate for the room?

R: Your room is four thousand rupees per night. Now what name will the reservation be _____under?

C: Raju Rastogi

R:Great. Now you need to make an _____payment of Rs 2000 to our account %%%%.

C:I will do that.

R:Alright, Mr Rastogi, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C: Great, thank you so much.

R: My pleasure. We'll see you in September, Mr Rastogi. Have a nice day.

Q6.3The reservation official of Hotel Presidency is talking over phone to a guest regarding a possible room reservation.But unfortunately the hotel is fully occupied and no room is available.Carefully look at their dialogues and fill in the blanks using appropriate words from the list:

Mid-range	Expensive	guarantee	favour	urgency
-----------	-----------	-----------	--------	---------

Hotel receptionist: Good evening.Hotel Presidency(Name of the hotel),reception.How can I help you?

Guest: Good Evening I am Farhan Qureshi. I urgently need a single room for 1st January.

Reservation Officer: I can understand your _____ Sir but I am very sorry. We don't have any single room vacant at that moment. In fact, our all single rooms are occupied for next 5 days. But yes we can provide you our suit rooms. Will that be OK?

Guest: No sorry. Suit rooms will be too _____ for me. Can you do me a _____ then?

Reservation officer: Sure Sir. Please tell me how can we help you.

Guest: Can you give me name and phone number of a _____ hotel where I may get single room on that day?

Reservation Officer: Sure Sir. Hold on for few seconds. (After few seconds). Please note the number. It is Hotel Minerva. It is an affordable hotel. Their number is 123456789. I can't _____ you but I hope you will get a single room there.

Guest: This is so kind of you. Thank you very much.

Reservation Officer: It's my pleasure Sir. Thanks for calling. Have a nice day.

Q6.4 Hotel front office dialogue. Read the conversation and fill in the blanks from the list of words given below:

Registration	Porter	Xerox	suite	formalities
--------------	--------	-------	-------	-------------

Receptionist: Good afternoon, Sir. How can I help you?

Guest: I have a reservation for a _____ room for three nights.

Receptionist: May I have your name, Sir?

Guest: I am Ranchod Das from Shimla.

Receptionist: Yes Sir. We have your details. You are Ranchod Das of ABM Corporation from Shimla. Welcome to Trident hotel. You booked a room for 3 nights from 12th December. Am I right sir?

Guest: Yes. Absolutely.

Receptionist: So, here is your _____ card, but you don't need to fill up everything. We will do that for you. Could you please sign here at the bottom?

Guest: Sure. Why not? Is that all I need to do? Or there are more _____?

Receptionist: Well, Sir. We will need your ID proof. We will _____ it and return you right now. I hope you would not mind.

Guest: Not at all. Here it is.

Receptionist: Thank you very much, Sir. Your room number is 905. It is on the 9th floor. The _____ will take your luggage and show you the way. Wish you will enjoy staying with us.

Guest: I do hope so. Thanks. Bye

Q6.5. Fill in the gaps with given hints

Monday	at	week	get	I am coming	the evening
--------	----	------	-----	-------------	-------------

Dear Nadia,

_____ to the 'Teaching for Change' conference next _____. I'm glad you are going, too. I'm

arriving on _____ afternoon. I'll text you when I _____ to the hotel. Perhaps we can meet in _____. Are you free to go out for a meal _____ about 7:30?

Hope to see you soon.

Lisa

Q6.6 Descriptive questions on making reservation and arrangements

Q1. Your club AEC is going to organize an online webinar on the topic "Uncertainty in the Times of Covid 19". Frame a conversation with the president of your club planning the event and discussing the formalities required to be done.

Hint: The path of discussion can go like: Choosing the online platform –creating a digital posture-marketing on social platforms-taking necessary permissions from department etc.

Q2.You have booked a hotel but when you reach the hotel on the designated day,the reservation officer at the hotel tells you that there was no such reservation for that particular day but it was for the subsequent days.Frame a conversation with the Reservation officer of the hotel and depict how you got out of that imbroglio.

Hint: An imbroglio is a confused or embarrassing situation.

Q3.Frame a conversation with your friend planning for a movie followed by a dinner this Saturday.

Telephonic dialogue conversations

Q6.7Read the dialogue between two friends given below and fill in the blanks using appropriate words from the following list:

Spending	attending	connectivity	communication	brush up
----------	-----------	--------------	---------------	----------

Viraj:Hi Rohit

Rohit:Hi!! How are You?

V:I am fine. What about you?

R:I am good too..

V:So tell me ,how are you _____ your time in the lockdown.

R:Nothing much.I am attending some online classes but there are internet _____issues.

V:Same here.So are you doing anything to _____ your skills?

R:Yes I am _____ webinars on latest topics and also reading novels to improve my vocabulary and _____skills.

V:Thats great.I have done an online course on VLSI design and I wish to further do a course on Ansys.

R:Its really good that we are making the perfect use of these distressing times.

V:Yes.And I also hope that once the pandemic gets over,we come out stronger than before.

R:Truly said.Ok.Take care and Have a nice day

V:You too.Bye!!!

Q6.8.Telephone conversation between a lady and her local sports store.Read the conversation and fill in the blanks using the below mentioned words:

Warranty	Console	expensive	technician
Repaired			

Nancy: Thank you for calling Sports Centre. May I help you?

Lisa: I bought an exercise bike from your store last year, and I am having problems with it. I need to have it repaired.

Nancy: Let me connect you to the Service department. One moment please.

Karen: Service department, this is Karen. How can I help you?

Lisa: I bought an exercise bike from Sports Centre last year and it needs to be_____.

Karen: What seems to be the problem?

Lisa: I am not very sure, but I think there is a problem with the bike's computer _____because the LCD screen does not display the different features.

Karen: Nothing was on when you pushed the Start button?

Lisa: No, nothing.

Karen: What is your bike model?

Lisa: It is a 126 Upright Ford Bike.

Karen: I can send a_____ out to take a look at your bike. It will cost \$75 for labour. Also, if we have to replace any parts, that will be extra.

Lisa: That is_____. Isn't the repair cost covered by warranty?

Karen: When exactly did you purchase your bike?

Lisa: About fifteen months ago.

Karen: I am sorry. The standard _____only covers a year. Did you buy extra warranty coverage at the time of purchase?

Lisa: No, I did not. Are there any other options besides paying \$75.00 for repair labour?

Karen: No, I am afraid not.

Lisa: I guess I just have to pay for the repair. When can you send a technician?

Karen: I have next Thursday November the twenty third at 2:00PM available. Otherwise, the next date has to be December the eighth at 10:00AM.

Lisa: I take this coming Thursday. Will you send out a reminder?

Karen: Somebody will give you a call the evening before to confirm the appointment.

Lisa: Thank you

Q6.9. Read the conversation and fill in the blanks using words from the below mentioned list:

may	out	reach	438-3498	regards	personal	returns
-----	-----	-------	----------	---------	----------	---------

Secretary: Good morning, ABC Company, how (1)_____ I help you?

Mr. Thomas: Hello, this is Bill Thomas. May I speak with Ms. Tanaka, please.

Secretary: I'm sorry, she is (2)_____ - of the office right now. May I take a message?

Mr. Thomas: Yes please. This is Anthony Thomas.

Secretary: And how can he (3)_____ you, Mr. Thomas?

Mr. Thomas: At 438-3498.

Secretary: Was that (4)_____?

Mr. Thomas: Yes, that's right.

Secretary: And may I tell him what this in (5)_____ to?

Mr. Thomas: Well, it a rather (6) _____ matter.

Secretary: Okay. I will give him the message as soon as he (7)_____.

Q6.10 MCQs on Letter writing

1.If you are writing a job application letter but you haven't been given a named contact, how do you sign off the letter?

A.Cheers

B.Yours faithfully

C.Yours Sincerely

D.Yours friendly

2.If you were writing a letter to the housing department to log a repair,how would you begin your letter?

A.Dear Fred

B.Hi

C.Dear Sir/Madam

D.Hello

3. The main point is written in which part of a formal letter?

A.Post script.

B.Closing.

C.Opening.

D.Body.

4. How would you address the recipient of an informal letter?

A.Dear Mr.

B.My dear.

C.Dear Sir/Madam.

D.Hello Sir/Madam.

5.How do you end the main body of a formal letter?

A.By telling the recipient what he should be doing next.

B.By talking about the weather in your city.

C.By talking about the weather in the recipient's city.

D.By expressing your love for the recipient.

6.What would you say in the opening part of a formal letter?

A.Ask how good the weather is in the recipient's city.

B.Talk about how good the weather is in your city.

C.Ask the recipient if he is hale and hearty.

D.Inform the recipient why you are writing the letter.

7.In order to have the desired effect on the recipient what should a formal letter be?

A.In the proper format.

B.To the point and relevant.

C.Grammatically correct.

D.All the above.

8..Which of these is a correct formal letter introduction?

A.Hello John

B.Hello Mr. Jones

C.Dear Mr. Jones

D.Alright Mate

9.Where should you write the date on your letter?

A.Under your address

B.Above your address

C.Under the recipient's address

D.Above the recipient's address

10.When writing your letter on a computer, how should you align your text?

A.Left

B.Right

C.Centre

D..Justified (spread out to fit the whole line)

11.What is the part of the letter that includes the address and date at the top?

A.Greeting

B.Heading

C.Body

D.Closing

12.For a business letter a great lead would be " Hello, my name is_____ and I want to tell you."

A.True

B.False

13.What is the purpose of this prompt: You really want to go on a field trip. Write a letter to your teacher and persuade her to organize a fun field trip.

A.Inform

B.Persuade

C.Entertain

D.Enumerate

14.Which of these salutations is correct?

Dear Mrs Angela Badger

Dear Mrs. Angela Badger

Dear Mrs angela badger

Dear Mrs Angela Badger

Q6.11.Read the letter below about a student enquiring about the CAT classes and fill in the blanks using appropriate words from the list :

Duration	Appreciated	enroll	Available	Procedure
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16 Ring Road

Nagpur – 01

November 30, 2020

The Director

ABC Classes

35 Patel Street

Delhi – 18

Dear Sir,

Sub.: Enquiry about CAT Coaching Classes.

This is with reference to your advertisement in the 'The Times of India' for CAT Coaching classes. I have passed the B.Sc. degree examination with Statistics as the main subject. I am keen on joining your institute for the coaching classes.

Kindly let me know about the _____ of applying for the qualifying test and its date. I would also like to know the _____ of the coaching programme, the duration and the number of classes per week along with the _____ mode of classes. Information about the fees payable and the study materials is highly _____. Could you please send me a copy of your prospectus?

I would like to _____ as soon as possible. Your early response will enable me to decide fast.

Thanking you.

Yours faithfully

Narsimah Rao

Q6.12. Read the letter below regarding a complaint for poor connectivity issues and fill in the blanks using appropriate words from the list:

technology	urgency	content	resolved	aggravated	professional
necessity					

Narendra Naidu

Ashok Villas

Jalandhar

July 15, 2020

The Circle officer

Airtel

Nariman point, Mumbai

Sub: Regarding poor connectivity

We have entered an era of _____ and communication where mobile has taken the place of basic _____ in our life. I have been using this phone service for 5 years and I was very _____ with the quality. But I have never faced this problem before. My line is very bad, and I can hardly hear the person on the other side. This not only creates frustration for me, but it also disturbs the other person. A mobile phone is very important in this day and age. I expect calls from my family and friends frequently and not being able to speak to them properly breaks my heart.

Besides this, I use mobile for work purpose as well. I work from home and attend classes from my phone. The bad line was one of the issues but recently, the line not working at all has further _____ the matter. This poor service is reflecting badly on my personal as well as _____ life. I have been coming personally to place a complaint and no action has been taken yet.

I am writing this letter as a matter of _____ and I would be very thankful if my complaint gets proceeded and my issue is _____ in no time. I expect better service in the future for the price that I pay. I am looking forward to hearing back from the respected authorities as soon as possible.

Yours faithfully

Narender Naidu

Student,LPU

Q6.13. Read the letter regarding requesting for a meeting and fill in the blanks using appropriate words from the list mentioned below:

preferably representative business proposition beneficial

John Mark

125 Kimberley Road

Los Angeles, California 5022

June 20, 2020

William Ward
Director of Sales
CISCO, AZ 5004

Dear Mr. William Ward,

I am the customer service _____ at CISCO, and I met you at the Technology Conference last week. I will be in Los Angeles from July 1st to July 11th and would like to have a meeting with you on any of those days. I understand you are a busy person, so I will take only 40 minutes of your time, _____ between 8:00 a.m. and 3:00 p.m. I have a _____ idea that will be _____ for both of us and I would like to discuss with you. I am requesting you to give me a chance to present this _____ in any of those days. I will contact you in a few days to discuss more on this matter.

Yours Sincerely,

John Mark

Q6.14 Descriptive questions on letter writing

Q1. Write a letter to M/s. Oxford Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for replacement. You are Varun Joshi, Sector-20, Chandigarh.

Q2. You are Sanjeet of 122, Arjun Nagar, New Delhi. A number of scooters and cars are parked in your locality without any order, causing blockage of the streets. Write a letter to the local Secretary of the Resident's Association complaining against this problem.

Q3 Write a letter to the editor of a local daily complaining against the school-bus drivers for rash-driving and overcrowding of buses causing risk to the lives of innocent school children. You are Dipti/ Deepak, C-4C Janakpuri, New Delhi.

Q4. Write a letter to the Mayor of your city seeking a solution to the problem of water logging in your area. You are Raj / Rani of Dharma Colony, Ramgarh.

Q5. Write a letter to the Manager, Furniture World, Chennai, complaining about the poor quality of office furniture you recently purchased from them. Give details of the nature of complaint, date of purchase, details of an invoice, etc. and seek immediate repair/ replacement. You are Mr. S.Reddy, Incharge of office supplies,ISRO.