

## FORMAL LETTER WRITING

**1. Class Description:** The class consists of 05 female Grade 10 students between the ages of 14 and 15.

**2. Lesson:** Pupil's Book Unit 5 – Activity 4 and 5

**3. Time:** 02 hours

**4. Goal:** Practice to write formal letters in day today life.

**5. Objectives:**

By the end of the lesson students will be able to:

- a. Identify situations that require formal business letter writing
- b. Identify elements of a formal letter (block format)
- c. Understand essentials of formal letter content
- d. Distinguish between formal and informal letters.

**6. Material and Equipment needed:**

- a. Pupil's Book and Writing Book
- b. Online Screen
- c. Sample business letter format copies
- d. Sample letter format copies

**7. Teaching Techniques:**

- a. Activities
- b. Discussion
- c. Evaluation

**8. Procedure:**

Time	Activity	Interaction	Skills
10mins	<u>Warm up session</u> <ul style="list-style-type: none"> <li>Ask the students whether they have received any official letters?</li> </ul>	T-Ss	Speaking
5min	<ul style="list-style-type: none"> <li>Ask them about the structure of those letters.</li> <li>Ask the students to write down the features that they noticed in an official letter.</li> </ul>	T-Ss Ss-T  T-Ss	Writing

## FORMAL LETTER WRITING

5mins	<u>Introduction</u> <ul style="list-style-type: none"> <li>Distribute samples of different type of letters to the students. (both formal and informal letters are given) (<i>Appendix 1</i>)</li> </ul>	T-Ss	Speaking
5mins	<ul style="list-style-type: none"> <li>Ask them to sort them to the two groups of formal and informal.</li> <li>The teacher can ask questions during this session.</li> </ul>	T-Ss Ss-T	
10mins	<p>Eg. Which were written to the friends? Which are formal letters from businesses?</p> <ul style="list-style-type: none"> <li>The students are encouraged to observe the features of both the types.</li> </ul>	Ss-Ss	
10mins	<ul style="list-style-type: none"> <li>Ask them to distinguish the differences of formal and informal letters and discuss with the class.</li> <li>Draw up a chart to point out the differences.</li> </ul> <p>The chart consists of:</p> <ul style="list-style-type: none"> <li>➤ Address-</li> <li>➤ Greeting-</li> <li>➤ Style of letter-</li> <li>➤ What is the message? -</li> <li>➤ How does the letter end? –</li> </ul>		
10mins	<u>Activity 1- Formal letters</u> <ul style="list-style-type: none"> <li>Show a structure of a formal letter to the students. (<i>Appendix 2</i>)</li> </ul>	T-Ss	Writing

## FORMAL LETTER WRITING

5mins	<ul style="list-style-type: none"> <li>Ask them to complete the activity 4 of UNIT 5. (<i>Appendix 3</i>)</li> <li>Check the answers in the class.</li> </ul>		
5mins	<u>Activity 2 – Pre-writing</u> <ul style="list-style-type: none"> <li>Give a scenario to the students. (Work sheet) (<i>Appendix 4</i>)</li> </ul>	T-Ss	
5mins	<ul style="list-style-type: none"> <li>Ask the students to read aloud the passage.</li> </ul>	T-Ss Ss-T	Reading
5mins	<ul style="list-style-type: none"> <li>The teacher discusses with the students about the main points that they should focus on.</li> </ul>		Speaking
20mins	<ul style="list-style-type: none"> <li>The task is to write a formal letter observing the features of above given sample letter.</li> <li>The students can ask questions from the teacher while doing the task.</li> </ul>	Ss-T	Writing
10mins	<ul style="list-style-type: none"> <li>The students are requested to send the photos of the answers.</li> <li>The feedback will be given in the class.</li> </ul>	T-Ss	Speaking
20mins	<u>Activity 3</u> <ul style="list-style-type: none"> <li>Complete the activity 5 in UNIT 5. (<i>Appendix 5</i>)</li> <li>The students are requested to send the photos of the answers.</li> </ul>	T-Ss	Writing

FORMAL LETTER WRITING

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Appendix 1

D-203, Estate Garden,  
Pune,  
10 December 2012

Dear Rohan,  
  
I couldn't believe my ears when your teacher called me yesterday and told me that you had been caught cheating on your board examination. She also told me that you would be barred from taking the examinations if you repeat the offence. The news was so distressing that I couldn't sleep properly last night.  
  
My dear boy, it is a pity that you have resorted to such dishonest practices to score good marks. How could you forget that success attained through unfair means is not success at all? By cheating on a test, you could perhaps pass, but it doesn't give you any knowledge. This lack of knowledge will ultimately lead to inferiority complex. Remember that in the long run only honesty and hard work will pay.  
  
Cheating on a test is a heinous act. You must make a vow that you will not indulge in it again.  
  
Vishal

123 Elm Ave.  
Treesville, ON M1N 2P3  
November 23, 2008

Mr. M. Leaf  
Chief of Syrup Production  
Old Sticky Pancake Company  
456 Maple Lane  
Forest, ON 7W8 9Y0

Dear Mr. Leaf:

Let me begin by thanking you for your past contributions to our Little League baseball team. Your sponsorship aided in the purchase of ten full uniforms and several pieces of baseball equipment for last year's season.  
  
Next month, our company is planning an employee appreciation pancake breakfast honoring retired employees for their past years of service and present employees for their loyalty and dedication in spite of the current difficult economic conditions.  
  
We would like to place an order with your company for 25 pounds of pancake mix and five gallons of maple syrup. We hope you will be able to provide these products in the bulk quantities we require.  
  
As you are a committed corporate sponsor and long-time associate, we hope that you will be able to join us for breakfast on December 22, 2008.  
  
Respectfully yours,  
  
Derek Jeter

## FORMAL LETTER WRITING

### ***Sample Letter of Apology for Missed Interview***

**Jane Green**

1214 Willow Bend Winnipeg, MB R3M 0Z3  
(204) 485-9865

October 10, 2000

Mr. Bob Brock  
Accounting Manager  
Palliser Furniture  
180 Furniture Park Road  
Winnipeg, MB  
R3M 9L9

Dear Mr. Brock,

Please accept my sincere apology for being unable to attend my interview with you this afternoon. *(may mention reason why missed here ....)* I apologize for any inconvenience that I may have caused.

This interview was very important to me as I am very interested in your organization. It is possible I would be interested in re-scheduling this meeting at a time that is convenient for you. I can be reached at 485-9865.

Once again, I apologize and thank you for your time and consideration.

Sincerely,

(signature)

Jane Green

Smart Buy  
22 Blue Street  
Paris  
WIB 6DH  
Phone: 071 066 429  
7 January 2012

Susan Fernandez  
14 Plowden Road  
Torquay  
Devon  
TQ6 1RS

Dear Ms. Fernandez

With reference to your order No. 5432 placed on January 2<sup>nd</sup>, I am writing to apologize for the delay in shipping the item. Unfortunately the specific model of camera you ordered is currently out of stock. It should be in stock by Monday. We are confident that we will be able to ship your order within the next three days.

Please contact us if you have any questions.

Thanks for being patient with us.

Yours Sincerely

Paul Smith  
Manager of Smart Buy

Sector 17  
Vashi  
New Bombay

6th July, 2013

Dear Maya

Thank you very much for your last letter. It was great to hear from you after so many months. You seem to be having a nice time in France.

Thanks also for the photographs. I absolutely loved that snap of yours standing in front of the Eiffel Tower. France looks stunning. Someday, I would definitely like to go there.

There's not much happening here. I am busy with my work and kids.

By the way, are you coming home anytime soon? If you are, let me know the dates and we can arrange to meet up.

Hope to see you soon!

Aditi

## FORMAL LETTER WRITING

### Appendix 2

### Business Letter Format

**Company, Inc.**  
**123 Alphabet Drive**  
**Los Angeles, California 90002**

**15 October 2016**

Mr. John Doe  
Customer Service Representative  
Widgets Galore, Inc.  
987 Widget Street  
Miami, Florida 33111

Dear Mr. Doe:

I am writing you concerning a recent purchase of widgets. Approximately two weeks ago, on October 1, I ordered a total of 50 widgets for Company, Inc. via the Widgets Galore client webpage. I received an email notification two days later confirming the receipt of payment and the shipment of the widgets. According to your website, shipments should reach their destination within 3-5 business days of being sent, but I have yet to receive the widgets. Do you have any information on what may have happened to delay the shipment or where the shipment is currently?

I have worked with Widgets Galore, Inc. in the past and have the greatest confidence in your products and customer service. We need the shipment of widgets soon, however, and I hoped you might be able to provide me with an idea of when I can expect them. Thank you in advance for any help you might be able to offer.

Sincerely,

**Sam Brown**  
**Vice President of Company, Inc.**  
**555-555-5555**  
**s.brown@companyinc.com**

## FORMAL LETTER WRITING

### Appendix 3



#### **Activity 04**

Read the following instructions on 'how to write a formal letter'. Write them in your book in the proper order.

- A. Use an appropriate salutation to the person you are writing to.
- B. Write the sender's address on the top left hand side of the page.
- C. Sign off your letter with an appropriate closing.
- D. Place the recipient's designation and address one line beneath the date.
- E. Write the body of the letter.
- F. Write the subject of the letter and underline it.
- G. Place the date directly below the sender's address.

### Appendix 4

Write an adjustment letter refusing a complaint

#### **Activity Statement**

Amtex Internet Provider is a leading internet provider of the country and is recognized for its quality products and efficient service. The company tests all the products before they leave for selling. Internet Wireless Hub Model 1234 is one of your most sold items and for this model your company has not received any complaint except for a few repair requests due to customers' mistake of mishandling the device. But now you have received a complaint letter from Mr. Jameel Khan asking for an exchange of Wireless Hub Model 1234.

**Your task:** As Sales Manager of Amtex Internet Provider, write a letter to Mr. Jameel Khan refusing his claim for exchange of wireless hub model WMZ321. But make sure your letter is polite in its tone and accommodates its customers in some form so that you don't lose the customer for future because Amtex values every single customer of its products

**Objective:** students will practice writing an adjustment letter, with negative response, tactfully and smartly.

## FORMAL LETTER WRITING

### Appendix 5

#### Activity 05

Read the following letter of complaint.

F.J. Peiris,  
Pubudupura,  
Danpitiya.  
13.03.2015

The Mayor,  
Municipal Council,  
Danpitiya.

Dear Sir,

Complaint against Dumping Garbage in Public Places

*I would like to bring to your attention a problem that is faced by the residents of this area.*

*We have noticed that there is a lot of garbage that has been disposed around the tank bund for the past few months. The tank bund has been a place where many children gather in the evening to play and we have worked very hard to keep that area clean. But today, we see that many ice-cream cups, food wrappers, and polythene bags have been carelessly thrown away all over the area. On rainy days, there is a bad odour in and around the area and there is the risk of spread of diseases.*

*Please be kind enough to look into this matter as soon as possible.*

*Thank you.*

*Yours faithfully,*

*FJ Peiris*

F.J. Peiris.

*Copy : The Medical Health Officer - Danpitiya.*

Imagine that you are the Mayor of Danpitiya Municipal Council. Write a reply letter to Mr. Peiris informing him of the immediate steps that would be taken to solve the problem.