

Assignment No. 1

1]

As the Purchase Manager of your company, you had ordered 20 laptops from Dell Company, 21G, S.V. Road, Bandra, Mumbai-400050. When the consignment arrived, you found five of the pieces in damaged condition. Write a letter to the sales manager claiming suitable adjustment. Decide what form of compensation / adjustment you want.

Norton Industries Ltd.
Mumbai - 400050

April 25, 2022

NI - 2324

The Sales Manager
Consumer care Department
Dell Company.
21G, S.V. Road,
Bandra, Mumbai - 400050

Sub:- Complaint for damaged Laptops received
Ref :- Bill no - 2537 dated - April 18, 2022

Dear sir,

We had ordered 20 laptops from your company few days back but today when we received the consignment and opened the package, we found that five laptops are in damaged condition.

I am a loyal customer of your prestigious company. I have always received proper service from your company but this time we are disappointed by this damaged products. I have kept all the damaged laptops in the same form as they were received.

The same can be checked by your person while picking up the laptops.

Thus, I would request you to kindly attend to my complaint urgently & provide me new fully functioning model. I have enclosed the copy of bill along with guarantee card.

I look forward for your reply and expecting that my complaint will be resolved soon as your company always has provided the good service.

Thanking You,
Yours faithfully,

S. S. Patil

S. S. Patil
Purchase Manager
Norton Industries Ltd.

Enclosures :

Encl. 1 - Copy of Bill

Encl. 2 - Guarantee Card

2)

A computer Institute in Bangalore has advertised a special vacation training programme in advance Animation for engineering students which you wish to attend. Draft a letter of inquiry requesting details of the programme including accomodation facilities for outstation students. Draft the letter in (full block format).

Richa Shah

54, Vishnu Nagar

S. V. Road

Mumbai - 400050

October 25, 2022

The manager,
Arihant Institute
Bangalore

sub:- Inquiry about computer course.

Ref:- Advertisement on your website.

Dear Sir,

I am writing this letter to inquire about a computer course at your institute. I, Richa Shah, am looking for a computer course that can help me build up my programming skills. Yesterday, I saw an advertisement of advance animation course of your institute at your website.

Date :-

I am interested in learning advance animation.
I request you to share all the details of this
advance animation course with me that is duration
of the course, no. of enrollments in each class,
fees for the course and mode of payment, Eligibility
for the course, Placement opportunities, etc.
Also, As I am from mumbai, I would like to ask
that about the accomodation facilities for out-
station students. Is Institute is providing some
accomodation facilities ? If Yes, then it would be
better for us.

I am looking forward for your response as
I am eager to join this course to brush up my skills
as soon as possible.

Thanking You,
Yours Faithfully,
Richa Shah
Richa@gmail.com

3]

You had ordered 500 meters of curtain fabric for your hotel. The consignment reached you two weeks later the specified date and the fabric is not of that quality you had ordered. Draft a letter of complaint asking the manufacturer to replace the whole consignment using the block format.

Hotel Royal Classic
Thane - 4000 80

October 18, 2022

The Sales Manager,
Consumer Care Department
Sky lifestyle Pvt. Ltd.
Thane - 4000 80

Sub:- Complaint for poor curtain fabric
Ref:- Bill no. - 3529 dated - October 3, 2022

Dear sir,
we had ordered 500 meters of curtain fabric few days back but today when the consignment arrived and when we opened the package, we found that the quality of curtain fabric is not as required. The quality of curtain fabric is very poor.

Our Royal Classic hotel is your loyal customer we regularly purchase the curtain, bedsheet, tablecloth fabric from your company. I have always received proper service from your company but this time we are disappointed because our consignment was delivered two weeks later and the quality of the fabric is also not per our expectations. I have kept the package in the same form as it was received. The same can be checked by your person while picking up.

Thus, I would request you to kindly attend to my complaint urgently and provide me new 500 meters curtain fabric with the same quality of earlier fabrics. I have enclosed the copy of bill along with guarantee card.

I look forward for your reply and expecting that my complaint will be resolved soon as your company has provided good service always.

Thanking you,
Yours faithfully,

K. P. Shete

K. P. Shete
General Manager
Hotel Royal Classic
Thane - 400080

Enclosures:

Encl. 1 - Copy of Bill

Encl. 2 - Guarantee card.

4)

Being a student, you want a Provisional certificate from college for your further requirement, write an email to sr. clerk, register and principal (in Bcc)

From Priya@gmail.com
To RajeshPDeshmukh@gmail.com.

November 2, 2022

Sub:- Application for provisional certificate

Dear sir,

With due respect, I would like to notify you that I was student of your college for 2018-2022 academic year. My details are as follows:

Student Name: Priya Rajiv Sharma

Enrollment No: 1137582

Course:- B.E. Computer

Division:- A

Through, this letter I would like to request you to kindly issue a provisional certificate in my name at the earliest. I had completed my Bachelor's Degree from this college this year and now I want to inform you that I have applied for my Master's degree at Vellore University in Hyderabad.

Date : _____

They are asking for either the degree certificate as part of the admission process. I humbly request that you please issue my provisional degree certificate as soon as possible so that I can continue my higher studies.

I will be greatfull to you for this favor. I hope you can assist me in obtaining it.

Thanking You,

Yours obediently,

P.R. Sharma

Priya Rajiv sharma

Enrollment Id- 1137582

email - Priya@gmail.com

Enclosures:

Encl.1 - Copy of fee receipt

Encl.2 - copy of Allotement letter.

5]

Date _____

Write 5 major components of letter writing with their examples.



A business letter is a formal letter. Unlike a resume or cover letter, it can be more than one page and it has many components.

A] Heading

The heading contains the return address with the date on the last line. Sometimes it is necessary to include a line before the date with a phone number, fax-number, or email address.

Sometimes there is a line skipped between the address and the date. It is not necessary to type a return address if you are using stationery with the return address already imprinted, but you should always use a date. Make sure that heading is on the left margin.

Example:-

Ms. Jane Doe

543 Washington st

Marquette, MI 49855

Tel:

Email:

June 28, 2022

B] Recipient's Address

This is the address you are sending your letter to. Be sure to make it as complete as possible so it gets to destination.

Date -

Always include title names (such as Dr.) if you know them. This is like other address on the left margin. Be sure to skip a line after the heading and before the recipient's address, then skip another line after the inside address before the greeting.

for example,

Mr. Omkar Jain
24, S.V. Road
Mumbai - 400050

C] The Salutation

The Saluation or greeting in a buissness letter is always formal. It often begins with "Dear { person's name }". Once again, be sure to include the person's title if you know it then only. (such as Ms, Mrs., Mr., Dr.). If you are unsure about persons title or gender then just use their first name or you can use sir / madam.

For example: If you are writing a letter to a person whose name you doesn't know then the salutation will be Dear sir, It ends with comma.

D] The Body

The Body is the meat of your letter. For block and modified block letter formats a single space and left justify each paragraph. Be sure to leave a blank line between each paragraph however, no matter the format. Be sure to also skip line between the salutation & the body as well as the body and close

Body of the letter represents the exact point of sender what exactly the sender want's he can mention in the body.

For example; If you are writing a complaint letter them what is your complaint , what exactly happened all this details we add to the body of the letter.

E] The Complimentary close

The complimentary close is a short and polite remark that ends your letter. The close begins at the same justification as your date and one line after the last body paragraph . Capitalize the first word of your closing and leave four lines for a signature between the close and the sender's name A comma should follow the closing.

Example:- Thanking You,