

SECTION 7: LETTERS

STAGE 1: IDENTIFY THE TASK

Read the question and work out exactly what you are required to do. The instruction at the bottom of the question normally reads "Draft the letter" or "Write the reply."

STAGE 2: LAYOUT

A letter requires the following information and examples of layout are given below:

- Sender's address: Include address and telephone number. Other details may also be included.
 - Recipient's name (and position): The title and name of the person followed by their position (if appropriate).
 - Recipient's address: The postal address of the intended recipient.
 - Appropriate date: An appropriate date (this will depend on any dates given in the question).
 - Correct salutation: Dear (name) or Dear Sir/Madam or Dear Sirs
 - Correct complimentary close: Yours sincerely or Yours faithfully
 - Sender's signature: Your name or a space if your boss has said "ready for my signature."
 - Sender's name: Your name or the name of your boss.
 - Sender's position: Your position or the position of your boss.
- You may also add a subject line below the salutation if appropriate.

Knights Electrical Supplies
156 George Street, Preston, PR3 4RT
Tel: 01772 631 8899 Fax: 01772 631 8870

Purchasing Manager
FGY Electrics Co.
14 Fylde Avenue
Kirkham
PR35 TEE

28 July ...

Dear Sir/Madam

.....

.....

.....

Yours faithfully

Jackie Grahams (Mrs)
Sales Manager

Tel: 01962 881446

20 Bridge Street
Crawley
Winchester
SO21 2YM

Mrs Fiona Bolger
Manager
Steel's Shoes
29 High Street
Chiswick
W4 6TY

Dear Mrs Bolger

14 March ...

Account Number: 33765

.....

.....

.....

Yours sincerely

Donald Kingswell

STAGE 3: IDENTIFY RELEVANT INFORMATION

The letter you are required to write is normally in response to a letter, which your company has received. In order to reply properly you will also need some other information, which is given in the question. Decide exactly what the recipient wants to know and then identify the relevant information.

STAGE 4: GROUP/ORDER RELEVANT INFORMATION

Group the information according to theme and present it in a logical order.

STAGE 5: WRITE THE LETTER

The language used in letters is usually formal and polite.

STAGE 6: CHECK YOUR WORK

- 1 Have you completed the task? (Does your reply provide the information requested in the original letter?)
- 2 Is the layout correct?
- 3 Are the sender's details and the recipient's details correct?
- 4 Is the date appropriate?
- 5 Have you included all the relevant information?
- 6 Have you ordered the information in the best way?
- 7 Is the language appropriate for a letter?
- 8 Have you checked spelling, grammar and punctuation?

COMPLETED EXAMPLE

Situation: You work at Fulton's Bookshop, Ringway House, Kelvin Road, Enfield, Middlesex, EN3 4RT
Tel: 020 5631 8899 Fax: 020 5631 8870 E-mail: info@fultons.co.uk
Website: www.fultons.co.uk The Manager is Mrs Ruth Lea.

Mrs Lea has just received the following letter from Richard Hancock, a well-known sports personality. She hands it to you and asks you to draft a reply ready for her signature.

Tel: 01227 789 653

8 Mollison Avenue
Carmarthen
Dyfed
SA33 7EE

Mrs Ruth Lea
Fulton's Bookshop
Ringway House
Kelvin Road
Enfield
Middlesex
EN3 4RT

12 February ...

Dear Mrs Lea

Thank you for your kind invitation to open your new bookshop in Reading on Saturday 3 March. I would be most happy to do this.

Please could you send me some more details of the opening.

I am not sure yet whether I will be travelling by car or by train but if you could let me have directions as to how to get to the shop it would be much appreciated.

I look forward to hearing from you.

Yours sincerely

R. Hancock

Richard Hancock

Mrs Lea adds, "Here's the plan of the opening. Don't forget to include the address of the new shop and ask Mr Hancock to let me know if he needs collecting from the station."

OPENING OF READING SHOP

24 – 26 High Street, Reading
Sat. 3 March

11am	Speech by Sally Taylor, MP for Reading
11.15	Official Opening by Richard Hancock
11.25	Thanks by Roger Stanton, MD of Fulton's Bookshops
11.30 - 12.30	Buffet lunch
13.00	Book signing by two well-known authors

Draft the letter.

STAGE 1: IDENTIFY THE TASK

Write the letter.

STAGE 2: LAYOUT

Sender's address:	Fulton's Bookshop, Ringway House, Kelvin Road, Enfield, Middlesex, EN3 4RT
Recipient's name:	Mr Richard Hancock
Recipient's address:	8 Mollison Avenue, Carmarthen, Dyfed, SA33 7EE
Appropriate date:	15 February ...
Correct salutation:	Dear Mr Hancock
Correct complimentary close:	Yours sincerely
Sender's signature:	no signature
Sender's name:	Ruth Lea
Sender's position:	Manager

STAGE 3: IDENTIFY RELEVANT INFORMATION

- thanks for letter 12 Feb
- pleased Mr H accepted
- details of day's plan
- directions to get to shop
- address of new shop
- ask if Mr H needs collecting from station/ airport

STAGE 4: GROUP/ORDER RELEVANT INFORMATION

- 1 Thank you for letter of 12 February.
- 2 Pleased Mr H able to accept invitation.
- 3 Details of day's plan (from plan of opening).
- 4 Address of new shop in Reading.
- 5 Directions to get to shop by car (and where to park).
- 6 Ask if Mr H needs collecting from station.

STAGE 5: WRITE THE LETTER

Email: info@fultons.co.uk

Ruth Lea
Manager

CHECKLIST: LETTERS

- 1 Have you completed the task?
- 2 Is the layout correct?
- 3 Are the sender's details and the recipient's details correct?
- 4 Is the date appropriate?
- 5 Have you included all the relevant information?
- 6 Have you ordered the information in the best way?
- 7 Is the language appropriate for a letter?
- 8 Have you checked spelling, grammar and punctuation?

[illegible]