

Unit 1: On the way to work

Vocabulary Review:

Pages 122 & 123

Page 122, exercise 2, key:

1. work

2. a salary

3. a job

4. a contract

5. rules

6. a position

7. an appointment

8. resignation

9. university

10. exam

Page 122, exercise 3, key:

1. school year
2. private lessons
3. university degree
4. semesters
5. freshman

Page 123, exercise 4, key:

1. **a**

2. **h**

3. **f**

4. **j**

5. **d**

6. **i**

7. **e**

8. **b**

9. **c**

10. **g**

Business Letter TYPES

Business Letter TYPES:

- Enquiry and Request letter
 - Thank you letter
 - Complaint letter
- Congratulation letter
- Letters regarding employment
 - motivation letter
 - application / cover letter
 - recommendation letter

LETTERS OF INQUIRY AND REQUEST

Letter of Inquiry

- Why do we write a letter of inquiry?
- What can we inquire about?
- What tone should be used?

inquire – to ask for information

inquiry = enquiry

Letter of Inquiry – Sample

Stefany Anderson
583 Rockwood Street
New York, United States

March 14, 2022

New York University
53 Washington Street
New York, NY 10012, United States

Dear Sir or Madam,

My name is Stefany Anderson and I am a senior student at Knox High School in New York. I am writing to inquire about the scholarship opportunities at your college.

Since I will not have enough financial means to cover my studying costs, I need to consider different scholarship options. More precisely, I need to find a college that is willing to pay for the tuition, accommodation and the necessary literature.

Therefore, I would appreciate it if you could provide me with the answers to the following questions:

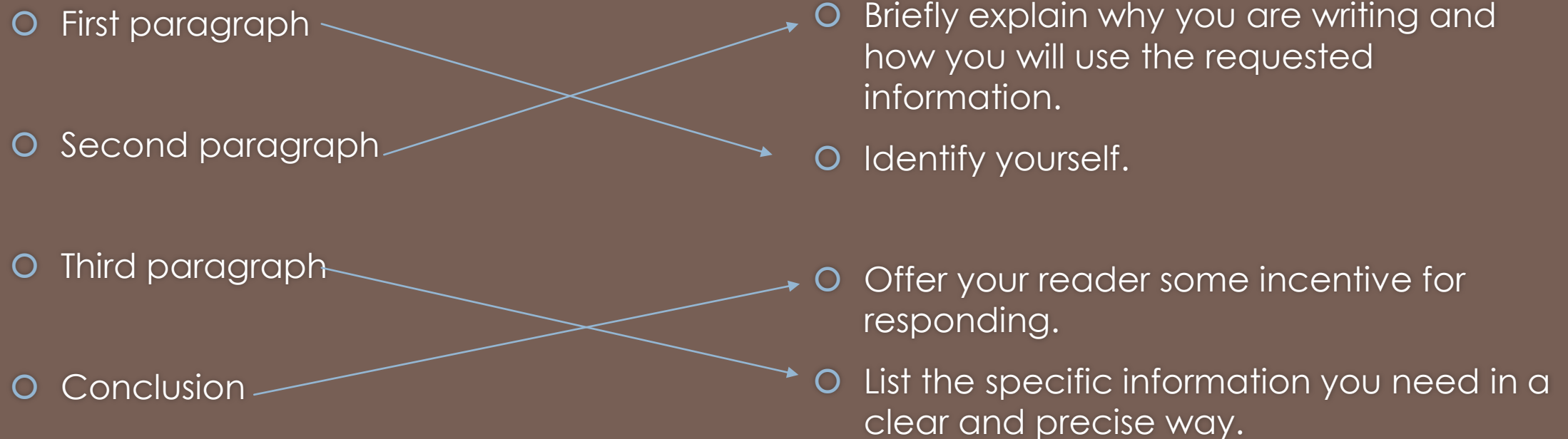
1. What types of scholarship does your college offer?
2. If none of the scholarships can cover all the expenses, what are the costs I will need to cover?

Thank you in advance for your response. I look forward to hearing from you soon.

Yours faithfully,

Stefany Anderson

Inquiry letter format

- First paragraph
 - Second paragraph
 - Third paragraph
 - Conclusion
 - Briefly explain why you are writing and how you will use the requested information.
 - Identify yourself.
 - Offer your reader some incentive for responding.
 - List the specific information you need in a clear and precise way.
- 

Task 1: p. 159, ex. IV

1. of
2. at
3. of
4. about
5. in
6. on
7. to
8. of
9. in

10. of
11. in
12. in
13. about
14. in
15. for
16. in
17. in

Letter of Request

○ What can we request?

○ What's the difference between a letter of inquiry and a letter of request?

Letter of Request - sample

Letter of Financial Hardship for Scholarship Sample

To: Scholarships Department,

I am writing to request consideration for your Everybody Counts financial hardship scholarship for high school graduates. I will shortly be applying to several colleges, but currently do not have the means to finance any courses.

I have been able to maintain a grade point average of 3.5 this year, and I'm active in extracurricular activities four evenings out of the school week. These are with the female Soccer team, urban dance troupe, and with the school charity "Unite" that tutors illiterate young children in the community.

As you can see I am a very focused student, unfortunately my father is my sole guardian, and he suffers from a debilitating illness, so cannot work. His disability checks will not cover higher education costs, so I am seeking out your scholarship to help me succeed in this next stage of life.

Please pass on any relevant information and thank you for your consideration.

Sincerely

Letter of Request - tips

- **Opening Sentence:**

I am writing to request/ I am writing in connection with, etc.

- **Be factual** – include only important information

- **Be specific** – don't beat around the bush

- **DON'T TRY TO MANIPULATE THE READER**

- **BE BRIEF, POLITE AND TO THE POINT**

Task 2: p. 160, ex. V

1. currently

2. views

3. listeners

4. Hopefully

5. entirely

6. obliged

7. invaluable

8. grateful

9. audience

10. opinion

Writing task

You are considering applying for an exchange program.

- The description of the program doesn't say anything about **accommodation/extracurricular activities/scholarship/exams...** Write a letter to ask about some of these topics.
- FORMAT: semi-block
- WRITING TO: Mr. Dorian Meier, exchange program coordinator
- SENDER'S ADDRESS: your own address
- DATE: today's date
- INSIDE ADDRESS: *Hochschulstrasse 6, 3012 Bern, Switzerland.*
- Include all the elements of a business letter (p. 144)
- For useful phrases check Appendix, page 211.

Follow-up activity

Use the following scale to mark your letter.

I used semi-block letter format.	1	I briefly explained why I am writing in the second paragraph.	1
The sender's address is in the following format: Name Surname 48 Jove Ilića Street 11000 Belgrade, Serbia	1	I listed the specific information I need in the third paragraph.	1
Date is in one of the following formats: March 16, 2022 / 16 March 2022 / 16/03/2022 / 03/16/2022	1	I offered the reader some incentive for responding.	1
The inside address is: Dorian Meier 6 Hochschulstrasse 3012 Bern, Switzerland	1	I did not use any abbreviated form (e.g., don't, won't etc.).	1
I used <i>Dear Mr. Meier, / Dear Mr. Meier:</i> for salutation.	1	I did not capitalize Y in the word <i>you</i> .	1
I used <i>Yours sincerely / Sincerely yours</i> for complimentary close.	1	I double-checked my spelling and grammar.	1
I introduced myself in the first paragraph.	1	Total	

Additional Practice

Letter of Inquiry:

- https://www.englishrevealed.co.uk/FCE/fce_writing_punctuation/fce_formal_letter.php

Letter of complaint:

- https://www.examenglish.com/IELTS/IELTS_general_writing_part1_3.htm

Complaint letter

- Opening
- Reason for writing
- Complaint
- Request for action
- Closing

Complaint letter

Delivered	standard	replaced
connection	purchased	treatment
matter	inconvenience	
entitled	problem	
appreciate	terms	
replacement	urgently	
attitude	attention	

- 1 I am writing in **connection** with the negative **attitude** of a member of your staff.
- 2 I hope that you will deal with this **matter** promptly as it is causing me considerable **inconvenience**.
- 3 The equipment I ordered has still not been **delivered**, despite my phone call to you last week to say that it is needed **urgently**.
- 4 Although you advertise yourself as a top-quality brand, the product I **purchased** was well below the **standard** I expected.
- 5 I am writing to draw your **attention** to a **problem** in your customer services section.
- 6 I would **appreciate** it if the faulty goods could be **replaced** as soon as possible.
- 7 I wish to complain in the strongest possible **terms** about the **treatment** I received from a member of your staff.
- 8 I believe that I am **entitled** to an immediate **replacement**.