

<i>900 exercises in vocational communication</i>	Notes for teachers	D2 / 13
<i>General aim</i>	D: Compose a written message	
<i>Level of difficulty</i>	2	
<i>Intermediate aim</i>	1: Produce a written message	
<i>Operational aim</i>	3: Write a letter to ask for or give simple information 1.0: The presentation of the letter 2.0: The contents of the letter	
<i>Pre-requirements</i>	Ability to write sentences.	
<i>Number of exercises</i>	6	
<i>Summing-up exercise</i>	D2-13-2.5	
<i>Comments</i>	<p>It is of course often possible to ask for information by phone. But, what with the waiting time, the difficulty of finding the right person to speak to or the system of pressing certain keys on the phone, it is not always easy to obtain the information. This is when a letter can be useful or, more and more frequently, email, where the presentation is less strict than in a letter.</p> <p>See also module D1/22.</p>	

How to write a letter asking for simple information?

You would like some information about housing, a car, an administrative matter, etc.

Sometimes you have to write a letter to obtain this information.

PRESENTATION OF A LETTER ASKING FOR INFORMATION

6, George Street
Bristol

**The Illustrated Garden
Subscriptions Department**

7 June, 2007


Dear Sir,

I read an issue of your magazine in my doctor's waiting room, and would like to take out a subscription.

Could you please give me the terms for a one-year subscription, given that I will soon be residing abroad (Mali).

I would be grateful if you could send me the information to the above address.

Yours faithfully,

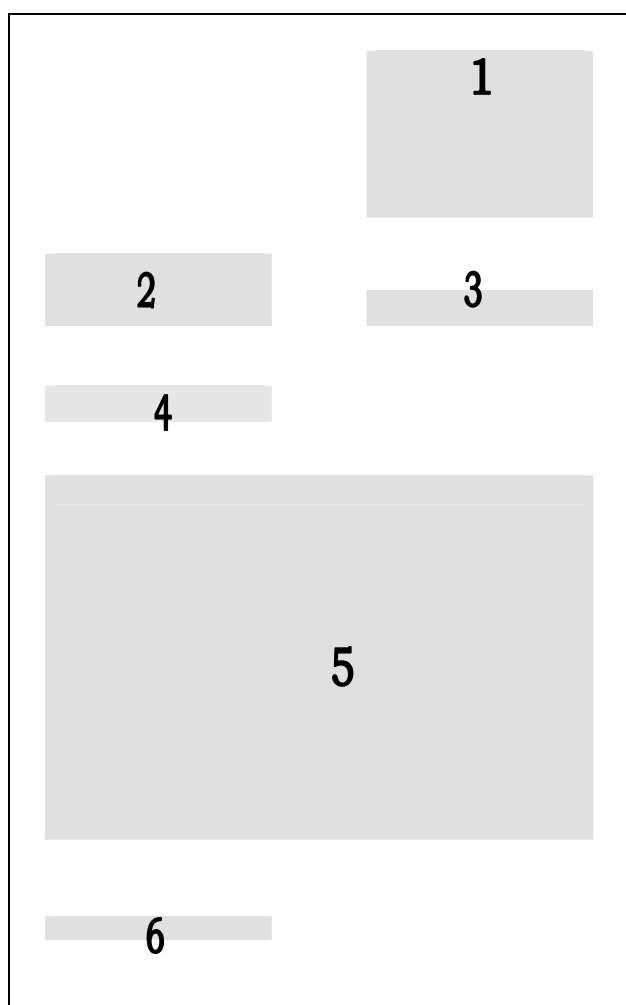


GO TO THE NEXT PAGE

Here is a diagram to show the presentation of the letter on the previous page.

The numbers refer to the layout of the letter.

To the right of the diagram you can see what the numbers correspond to in the letter.



- 1** In the top right-hand corner, is the address of the person who is writing. This is presented as it would be on an envelope.
- 2** Further down, on the left, is the name and address of the person you are writing to. This should be the same as the name and address written on the envelope.
- 3** Opposite the last line of the address of the person, write the date.
- 4** About two thirds of the way down the page is the opening: "Dear Sir" if it is a man that you do not know, "Dear Madam" if it is a woman. If you are not sure if it is a man or woman: "Dear Sir or Madam". If you know the (name of) the person, write "Dear Mr/Mrs X." This is always followed by a comma.
- 5** Below the opening is the body of the letter, usually 3 paragraphs separated by a space.
- 6** At the bottom of the letter, on the left, is the signature of the person writing.

*Here are all the elements for a letter. The presentation is not done.
Copy out this letter with the correct presentation.*

115, London Road, Maidstone, KENT, ME 13 1ZX

6 May 2007

Form Tutor, Year 12

Dear Sir,

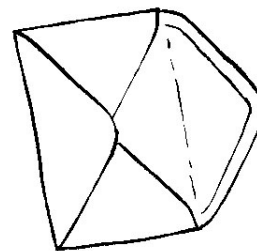
Please excuse the absence from 2 to 5 May of my son Tony Dorelli, due to a throat infection.

One of his classmates brought him the lessons he missed, and he has managed to catch up on the work.

Yours faithfully,



Janet Dorelli



LOOK AT THE ANSWERS FOR D2/13-1.1

*Here are all the elements for a letter. The presentation is not done.
Copy out this letter with the correct presentation.*

**115, London Road,
Maidstone,
KENT ME13 1ZX**

6 May 2007

**Form Tutor, Class 12E
Maidstone Secondary School**

Dear Sir,

Please excuse the absence from 2 to 5 May of my son Tony Dorelli, due to a throat infection.

One of his classmates brought him the lessons he missed, and he has managed to catch up on the work.

Yours faithfully.



Janet Dorelli

What should a letter requesting simple information contain?

A letter requesting information should not be too long (no more than one page).

You must remember all the information you want to ask for (make a note if necessary).

It is better to avoid long sentences.

If you require more than one piece of information, it is better to write one separate sentence for each one.

The closing is usually the same: “Yours faithfully” (unless you know the name of the person you are addressing, in which case it is “Yours sincerely”).

GO TO THE NEXT PAGE

Here is an example:

You would like to obtain a council house in the town where you work.

You write to the County Hall to find out what steps you should take and what documents you need to show, giving the reasons for your request.

How to proceed?

1. Before writing the letter, tell yourself what you want to ask for. In this example:
“What steps do I need to take to obtain a council house in the town?”
2. Tell yourself the reasons why you are making this request. For example, for the house:
“I live a long way from my place of work. I have a family and I can’t look after them as well as I would like. The rent I am paying at the moment is in excess of my budget.”
3. Then, when you write the letter, you must keep to the correct presentation.

On the next page you will find the letter that you could write to the County Hall.

GO TO THE NEXT PAGE

**35 Tower Rise
Hemel Hemstead**

**Council Housing Services
County Hall
Aylesbury
Bucks**

9 May 2007

Dear Sir or Madam,

I would like to know how to go about applying for a council house in your town.

Six months ago, I started work at XECO, which is located in Aylesbury. I am married with two children under ten. I would like to live in Aylesbury to be able to have more time to help with their education.

I would be grateful if you could send me all the information.

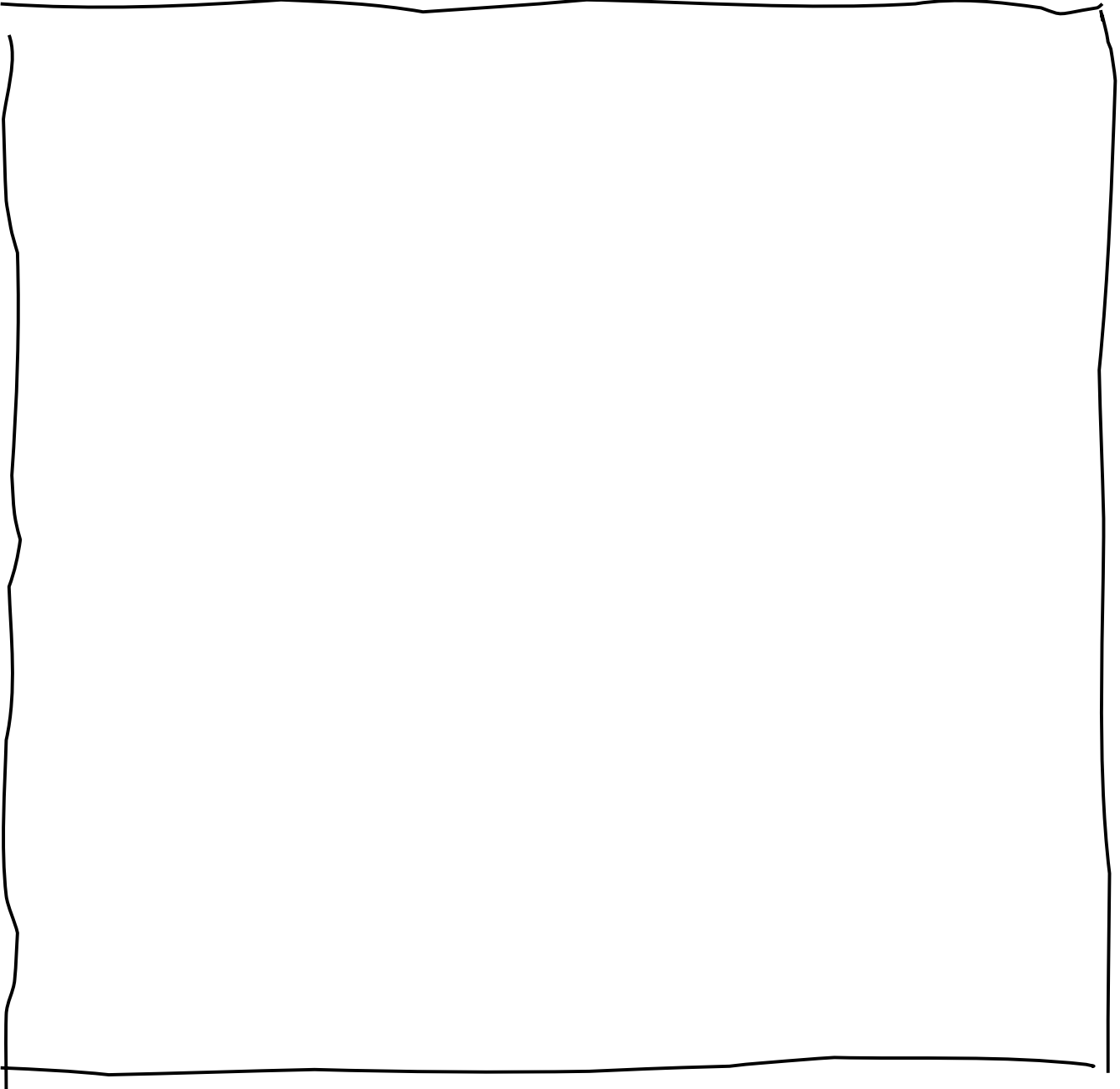
Thank you in advance.

Yours faithfully,



H. Dryant

Using the rules of presentation and advice on letter-writing that you have been given, write a letter to the primary school in the town that you have just moved to. You want to know how to enrol your child in the reception class.



**SHOW YOUR WORK TO THE TEACHER OR
LOOK AT THE SUGGESTED ANSWERS**

Using the rules of presentation and advice on letter-writing that you have been given, write a letter to the primary school in the town that you have just moved to. You want to know how to enrol your child in the reception class.

9 Harbour Way,
Folkestone

The Head Teacher
Folkestone Primary School

19 June, 2007

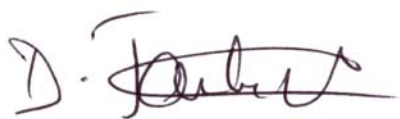
Dear Sir or Madam,

I have just moved to Folkestone and have a daughter who will be 5 in October. I would like to enrol her in your school for next September.

Please could you tell me how I must do this?

Thank you in advance.

Yours faithfully,



Mrs Daisy Jackson

900 exercises in
vocational
communication

Exercise

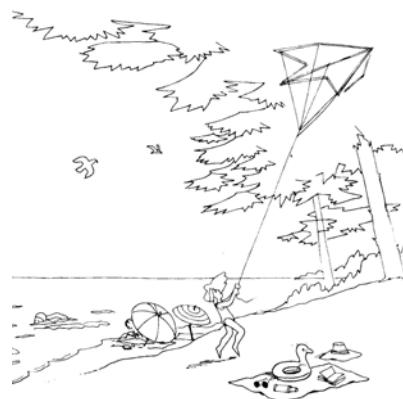
D2 / 13 - 2.3

Eval:

You write to the person who placed this advertisement to tell them that you are interested in renting their house in July and to ask the price and some details about the place.

HOLIDAYS – LEISURE

To let: south Devon
2 km from sea, fisherman's
cottage, renovated, small walled
garden, sleeps 4 to 5. Available
May, June, July, Sept.
Ref. No 02024001.



**SHOW YOUR WORK TO THE TEACHER OR
LOOK AT THE SUGGESTED ANSWERS**



4, Chestnut Avenue
Halton, Bucks

The Herald Advertiser
Ref no. 02 02 40 01

18 January 2008

Dear Sir or Madam,

I am looking for a house to rent for the month of July, and I read your advertisement with interest.

I would like to know the following details:

- How much is the rent for the whole month of July?
- Where exactly is the house located?
- Is it big enough for a family of 4 with a dog (medium sized, very quiet)?
- Is there a telephone line with Internet connection?
- Are sheets and towels supplied, or do we have to bring them?
- Is there parking space?
- Is the nearest beach (2 km from the house) a sandy one with good swimming?

Thank you in advance for your answers to my questions. I would also be very grateful if you could send a photo of the house.

Yours faithfully,

Andrew Moore

*900 exercises in
vocational
communication*

Exercise

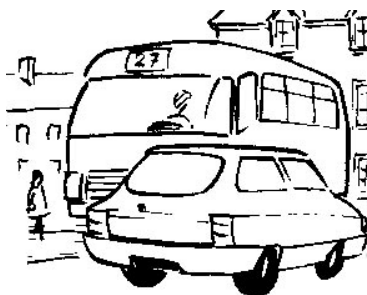
D2 / 13 - 2.4

Eval:

You write to the Layton Estate Agency that you are interested in the advertisement below. You ask them if they have a room to let with shower near the university. If so, you would like to make an appointment to visit it.

TO LET

**Rooms to let, 300 to 500 €
Birmingham centre
Ref. N° 0202 50002**



**SHOW YOUR WORK TO THE TEACHER OR
LOOK AT THE SUGGESTED ANSWERS**

You write to the Layton Estate Agency that you are interested in the advertisement below. You ask them if they have a room to let with shower near the university. If so, you would like to make an appointment to visit it.

TO LET

**Rooms to let, 300 to 500 €
Birmingham centre
Ref. N° 0202 50002**

4, Albrighton Rd
Wolverhampton

Layton Estate Agency
Birmingham

7 July, 2007

Dear Sir or Madam,

I read the advertisement in the Independent, reference no. 02 02 50002, and would like some more detailed information.

As I will be coming to Birmingham to study, I am looking for a room with shower in the centre of the city, near the university, for a maximum rent of 400 € inclusive. I would be grateful if you could send me a list of rooms available 10 October.

Thank you.

Yours faithfully,



Alex Leroy

Read this letter and answer Kate.

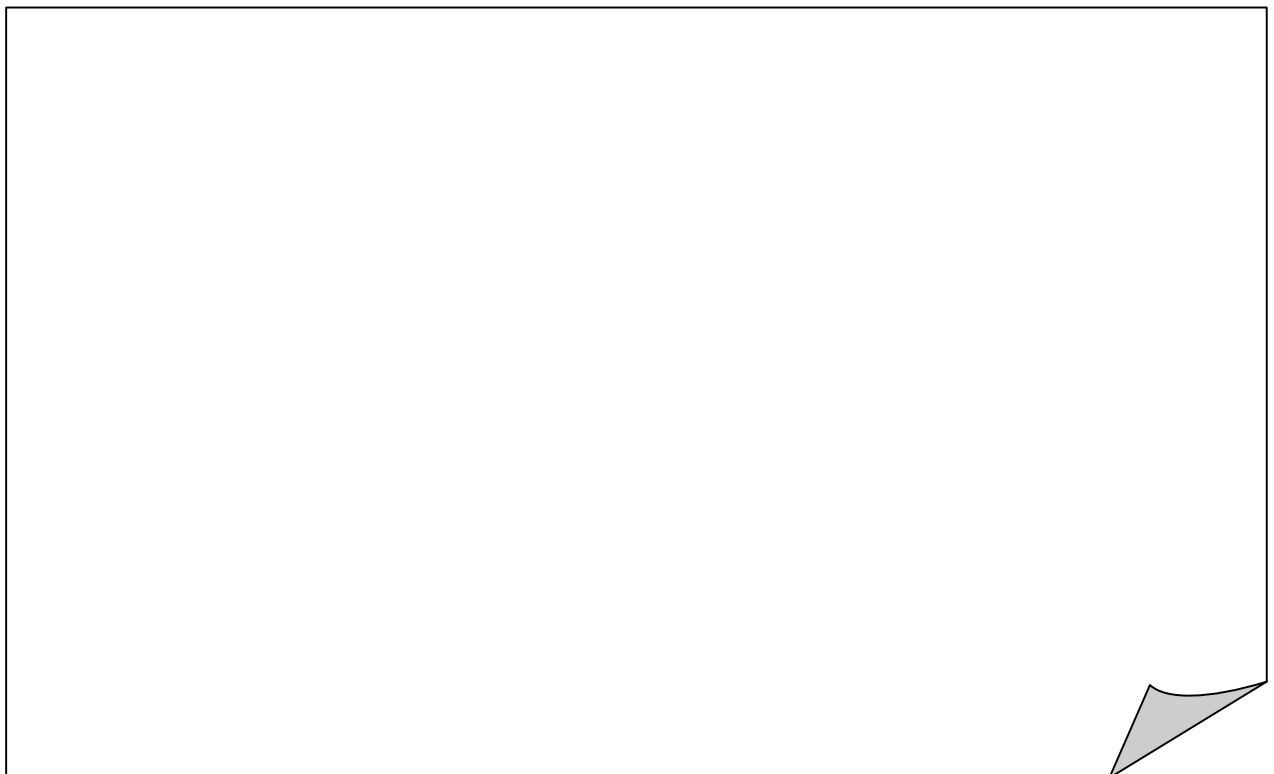
8 September 2007

Dear Nicole,

Thanks for your letter of 12 July. It was really kind of you to remember my birthday.

I'm so pleased to hear that you've found a job and a new house. I'm very well, thanks. I'm really sorry, but I won't be able to come and see you until after the Christmas holidays. But perhaps you could find an opportunity to visit me in Exeter in November? I'd be very pleased to have you here, and it would be lovely to see you! Let me know as soon as you can!

Love,
Kate



**SHOW YOUR WORK TO THE TEACHER OR
LOOK AT THE SUGGESTED ANSWERS.**

Read this letter and answer Kate.

8 September 2007

Dear Nicole,

Thanks for your letter of 12 July. It was really kind of you to remember my birthday.

I'm so pleased to hear that you've found a job and a new house. I'm very well, thanks. I'm really sorry, but I won't be able to come and see you until after the Christmas holidays. But perhaps you could find an opportunity to visit me in Exeter in November? I'd be very pleased to have you here, and it would be lovely to see you! Let me know as soon as you can!

Love,
Kate

12 September 2007

Dear Kate,

Thanks for your letter and your invitation to Exeter. It's a pity you can't come and see me before Christmas.

I will probably be going to see my uncle in Dawlish for his birthday at the end of October. As it's near Exeter, I could drop in and see you, and perhaps spend two or three days with you. I'm on holiday the last week in October.

I'd love to see you if you are free then.

Lots of love,

Nicole