

FORMAL LETTER

Formal letters are official or business letters that can be sent to organizations like schools, companies, factories, government departments and places of interest.

Examples of formal letters:

- ❖ Letter for job application
- ❖ Letter to ask permission for educational visit
- ❖ Letter of inquiry
- ❖ Letter of complaint

Formal letters follow a definite format.

The language for formal letters is simple, clear and concise.

Guidelines

Formal letters have the following features:

- ❖ Heading
- ❖ Salutation
- ❖ Heading of letter
- ❖ Body of letter
- ❖ Subscription

Heading

- ❖ The writer's name and address is written at the top left-hand corner
- ❖ A line is drawn below this
- ❖ The name and full address of the receiver is written below this line
- ❖ Underline the postcode and state of the address
- ❖ The date is written on the right-hand side on the same line as the line of receiver's address
- ❖ The date must be written in full and capitalised – eg. 19 JUNE 2018

Salutation

- ❖ Use the polite expression – Dear Sir / Madam.
- ❖ If a person has a title, address him/her eg. Datuk or Datin.

Heading of letter

- ❖ It is written on the second line after the salutation.
- ❖ It states the purpose of the letter.
- ❖ Underline the title.

Body of the letter

- ❖ The contents of the letter depend on the purpose of the letter
- ❖ It should be written in paragraphs
- ❖ Number the paragraphs or points starting with the second paragraph
- ❖ Be direct and concise and the tone must be serious
- ❖ Do not use contraction like *I'll* , *I'm*, *You're*
- ❖ Conclude the letter with a thank you note emphasising appreciation for taking the person's time

Subscription / Closure

- ❖ End with the subscription 'Yours faithfully'.
- ❖ This is written on the left.
- ❖ Below the subscription is the signature of the writer of the letter.
- ❖ Name and position of the person should be written after the subscription.

SAMPLE 1 (Letter Of Request)

Question

You are the secretary of the science society. The members would like to make a visit to the National Science Institute to watch the exhibition on robotics. Write a letter to the director of the National Science Institute asking for permission to visit the National Science Institute.

- ❖ In your letter, include the following:
 - Day, date and time of visit
 - Objectives of the visit
 - Number of form 5 students and teachers making the visit

- Alternative dates if proposed date is not suitable
- Request for a guided tour and special discount for your group visit

❖ When writing the letter you should remember:

- To lay out the letter correctly
- To use paragraphs
- That the letter is to make a request for a visit

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Sample Answer

SAMPLE ANSWER	STRATEGY
<p>SMK Seri Iskandar, Bandar Baru Seri Iskandar, 32610 Bandar Seri Iskandar, PERAK</p> <hr/>	<p><i>Take note of the format of the addresses and date</i></p>
<p>The Director, National Science Institute, 75000 Kerteh TERENGGANU</p> <p>19 JUNE 2018</p>	
<p>Dear Sir/Madam,</p> <p><u>Request For Permission To Visit National Science Institute</u></p>	<p><i>Salutation</i></p> <p><i>Title</i></p>
<p>As the secretary of the Science Society, I am writing to ask you for permission to visit Star World Studio.</p>	<p><i>Begin by stating the purpose of your letter</i></p>
<p>2. The Science Society members would like to visit the National Science Institute on 3 August 2009. The objectives for the visit are to watch the robotics exhibition and other exhibition areas, organise trips to science-related places In conjunction with our science month and expose Form 5 students to potential careers in robotics engineering</p>	<p><i>Mention about the rationale of your visit</i></p>
<p>3. There will be 22 Form 5 students, 22 Form 4 students and 4 teachers. We hope to reach the institute by 9.30 a.m. We hope that you can provide us with a guided tour around the institute.</p>	<p><i>Provide useful Information for the Receiver</i></p>
<p>4. If the time and date stated is not convenient, we would be most obliged if you would suggest another date. Please do not hesitate to contact the teacher advisor, Mr Ryan at 012-5986631.</p>	<p><i>Conclude your letter by requesting alternative suggestion</i></p>

<p>Thank you and we hope for a favourable reply.</p> <p>Yours faithfully,</p> <p><i>Munirah Rahman</i> (MUNIRAH RAHMAN) Secretary of the Science Club</p>	<p><i>Thank the receiver</i></p> <p>} <i>Signing off</i></p>
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Glossary

- | | | |
|---------------|---|--------------|
| • Exhibition | - | presentation |
| • Conjunction | - | Combination |
| • Potential | - | Possible |
| • Convenient | - | Suitable |
| • Obligated | - | Thankful |
| • Hesitate | - | Be uncertain |
| • Favourable | - | Positive |

LETTERS OF COMPLAINT:

Useful Tips

- State what you wish to complain about.
e.g. I wish to complain about
- Give details about your complaint and the inconvenience caused.
Use **CONNECTORS** e.g. - First, second, third,
- Moreover, another point is... furthermore...
- State the action you want taken.
Use **SENTENCES** like e.g. - I would be grateful if you could...
- I hope you would look into this matter and make sure that...
- Close with **CONCLUDING SENTENCES**.
Some common ones are - I hope you would look into my request immediately.
- I am sure prompt action will be taken now that you are aware of the situation.

Sample Question (Letter of Complaint) :

You are unhappy about the poor condition of the recreational park in your residential area. You decided to write a **letter** to the Chairman of the Town Council to complain about the unsatisfactory condition and services of the public library.

Write your **letter** based on the notes you have made below:

- lack in facilities
- not many restaurants or cafes
- lack - comfortable places
- rubbish - everywhere
- not enough dustbins
- public toilets dirty – smelly
- grass has grown - long
- lack of information
- limited signposts
- public telephones – not working

When writing the **letter**, you must remember:

- to layout your letter in its **correct format** (address, date, salutation, title, closing)
- to use **all** the notes
- to give **two** suggestions on how to restore the park to its previous splendour

Sample Question & Answer Scheme (Letter of Complaint) :

<u>Sample Letter</u>	<u>Format Items</u>
<p>Latifah bt. Rashidi, 7, Jalan Berjaya 11, Taman Berjaya Baru, 36000 Teluk Intan, Perak Darul Ridzuan.</p> <hr/> <p>Town Council, Jalan Bandar, 36000 Teluk Intan, <u>Perak Darul Ridzuan.</u></p> <p style="text-align: right;">1 FEBRUARY, 2018</p> <p>Dear Sir,</p> <p><u>Complaint About Condition of Berjaya Recreational Park</u> As the resident of Taman Berjaya, frequenting Berjaya Recreational Park has always been my weekly routine. However, lately it seems to have lost its charm and thus, I feel obliged to write this letter of complaint to draw your attention to the poor condition of the park.</p> <p>2. Berjaya Recreational Park is lacking in facilities. There are not many restaurants or cafes at the moment. With the addition of eateries, visitors will have an enjoyable time with family and friends. Besides the lack of comfortable places, for visitors to gather at the park, there is rubbish everywhere. There are not enough dustbins so the existing dustbins are overflowing. This makes the surrounding unsightly.</p> <p>3. The public toilets are dirty and smelly too. No one uses them any more. There is no scheduled cleaning or maintenance of the toilets any more. The grass near the public toilets is also not cut regularly so it has grown too long. The fear of snakes lurking among the grass keeps people away from the toilets too.</p> <p>4. The lack of information is also confusing for new visitors as there are very limited signposts in the park. Signposts will help visitors find their way around the park or get to the facilities they require easily. Sadly, one such public facility provided at the park, the public telephones, are not working. This is because vandals have destroyed them.</p> <p>5. It saddens me to see my neighbourhood park deteriorate. I appeal to you to upgrade Berjaya Recreational Park. Please reschedule the garbage collection to be more frequent and upgrade the recreational facilities such as the jogging pavement to help bring the park back to its former splendour.</p> <p>Thank you.</p> <p>Yours faithfully,</p> <p><i>Latifah</i> (LATIFAH BT. RASHIDI)</p>	<p>1. Name & Address (Sender's)</p> <p>2. Line across the page</p> <p>3. Name & Address (Recipient's)</p> <p>4. Date (Month – Capital Letters)</p> <p>5. Salutation (Or Dear Madam)</p> <p>6. Subject Heading (Underline, Simple, Concise)</p> <p>7. Paragraph 1 (State purpose of letter, No need numbering)</p> <p>8. Paragraph 2 (Details of Complaint & Inconvenience Caused, numbered)</p> <p>9. Paragraph 3 (Details of Complaint & Inconvenience Caused, numbered)</p> <p>10. Paragraph 4 Suggestions & Actions to be taken</p> <p>11. Paragraph 5 Hope & Appreciation</p> <p>12. Note of gratitude</p> <p>13. Complimentary Closing (Yours faithfully)</p> <p>14. Signature</p> <p>15. Sender's Name (Capital Letters)</p>

Mark Scheme (35 marks)

Award marks as follows:

Content	:	15 marks
Language	:	20 marks
<hr/>		
Total	:	35 marks

Detailed Marking for Content (15 marks)

Format	:	3 marks
Content	:	12 marks
<hr/>		
Total	:	15 marks

A Format (F) = 3 marks

F1 - Addresses & Date

F2 - Salutation & Purpose

F3 - Closure (Yours faithfully, Signature & Name)

B CONTENT – 12 MARKS

Award one mark for the mere mention of the main idea – as comes as meaning comes through.

Content Points (C)

C1 – lack in facilities

C2 – not many restaurants or cafes

C3 – lack - comfortable places

C4 – rubbish - everywhere

C5 – not enough dustbins

C6 – public toilets dirty – smelly

C7 – grass has grown - long

C8 – lack of information

C9 – limited signposts

C10 – public telephones – not working

C11 – **one** suggestion on how to restore the park to its previous splendour

C12 – **one** suggestion on how to restore the park to its previous splendor

C LANGUAGE – 20 MARKS (*Refer to the Table of Bands*)

GRADES / MARKS	DESCRIPTORS
<p>A</p> <p>19 - 20</p>	<ul style="list-style-type: none"> • Language – entirely accurate, no gross errors • Sentence structures - varied • Vocabulary – sophisticated and used with precision • Punctuation - accurate • Spelling - accurate • Paragraphing – unified and appropriately linked • Tone and style – appropriate • Interest – aroused and sustained throughout
<p>B</p> <p>16 - 18</p>	<ul style="list-style-type: none"> • Language - almost always accurate - minor or first draft slip • Sentence structures – some variations • Vocabulary – wide enough with some precision • Punctuation – almost always accurate • Spelling – almost accurate • Paragraphing – some unity; appropriately linked • Tone and style – almost appropriate • Interest – aroused and sustained almost throughout
<p>C</p> <p>13-15</p>	<ul style="list-style-type: none"> • Language - largely accurate • Sentence structures - simple structures used without errors; mistakes occur in more sophisticated structures, tendency to repeat some sentence types creating monotony • Vocabulary – wide enough to convey meaning but lack precision • Punctuation - generally accurate • Spelling – simple words spelt correctly; errors occur when sophisticated words are used • Paragraphing – some unity; inappropriate linkage • Interest – some aroused but not sustained
<p>D</p> <p>10-12</p>	<ul style="list-style-type: none"> • Language - sufficiently accurate, patches of clarity • Sentence structures – mostly simple structures • Vocabulary – adequate but not developed to precision • Punctuation – less accurate • Spelling – some errors in the usage of simple words • Paragraphing – lack unity • Interest - lacking

GRADES / MARKS	DESCRIPTORS
<p>E</p> <p>7-9</p>	<ul style="list-style-type: none"> • Language - meaning never in doubt , some Single Word Errors (SWE) which hamper reading • Sentence structures – unable to sustain accuracy • Vocabulary – limited • Punctuation – more errors • Spelling – more errors in the usage of simple words • Paragraphing – not well-arranged • Interest – distracted due to partial relevance to the topic
<p>F</p> <p>4 - 6</p>	<ul style="list-style-type: none"> • Language - meaning fairly clear, frequent SWEs which hamper reading • Sentence structures - very few accurate sentences • Vocabulary - inadequate • Punctuation – major errors • Spelling – mostly errors • Paragraphing - may not have any paragraph • Interest - barely
<p>G</p> <p>2 - 3</p>	<ul style="list-style-type: none"> • Language – makes little sense, some Multiple Word Errors (MWE) which cause blurring • Sentence structures - One or two accurate sentences
<p>H</p> <p>0 - 1</p>	<ul style="list-style-type: none"> • Language - impossible to recognise as English, makes no sense • Wholesale copying of the rubric