



**Provincial Department of Education – Sabaragamuwa – Week School**

**Week: 10<sup>th</sup> -16<sup>th</sup> October, 2021**

**Subject: English**

**Grade -10**

**Prepared by Mrs. H.T.M.Dayarathne  
Kg/Dehi/Garagoda Sinhala K.V.**

***Competency-7-Uses English creatively and innovatively in written communication.***

***Competency Level- 7.3 Writes for official purposes***

**Lesson: Lesson - Writing an official letter (formal letter)**

**Activity-01**

**Study the following official (formal) letter and answer the questions given below.**

Kandy Road,

Peradeniya.

**2021.06.01**

The Manager,

Royal King Restaurant,

Kandy.

Dear Sir /Madam,

Complaint of the poor service of the restaurant.

**I am writing this letter to complain about** a meal I had last Sunday in your restaurant. The previous day, I had booked a table, but when I arrived the restaurant, there wasn't any free tables for me. So, I had to wait for 30 minutes to take a seat. Even there wasn't a welcoming sight.

Then I ordered a dish from the menu but its quality was very poor. The service of your staff was also unsatisfactory. **Therefore. I would like to inform you that steps have to be taken to improve the quality of your food items as well as the service. Thanking you.**

**Yours faithfully,**

**(Number of words-125)**

**Dilum**

**(H. D. Dasanayaka)**

- (A) 1. What type of a letter is this? .....
2. Who is the sender? Write the sender's address. ....
3. Write the receiver's address. ....
4. When was the letter written? .....
5. What is the heading of the letter? .....

### ***LEARNING POINT-1***

#### **Types of formal letters**

- Letter of complaint
- Reply to a letter
- Promotion letter
- Business letter
- Recovery letter
- Letter of request
- Letter of permission
- Letter of order
- Letter of inquiry

➤ *To whom do you write a formal letter?*

To the school principal

To a company manager

To a business colleague

To a head of a department

### ***Learning Point - 2***

#### **Format of a formal letter.**

- Address of the sender -1
- Date -2
- Post of the receiver -3
- Address of the receiver -3
- Salutation -4
- Subject/Title -5
- Body of the letter /(Appropriate beginning and ending) – 6/7/8
- Complementary close (the signature and the name of the sender) -9
  - ❖ *Do not write the name of the sender with the sender's address but it is essential to write it under the sender's signature.*

### **Format of a formal letter. MODEL - 1**

1
2
3
4
5
6
7
8
9

### **Format of a formal letter. MODEL - 2**

1
2
3
4
5
6
7
8
9

## Activity-02

You are the secretary of the English club of your school. The members of the club have decided to participate in a drama festival held in the town hall. Write a letter to the chair person **asking for permission** to participate in it. Include the date/the time you have decided to participate in/ number of participants and other details. Use about 100 words (10 marks)

[illegible]

### ***Learning Point - 3***

### ***How to begin an official letter.***

- I am writing to ask for.....(getting permission)
- I am writing to inquire about..... (getting permission/requesting/inquiring)
- This is to inform you that.....(informing/complaining/getting permission....)
- I wish to inform you that.....(informing/complaining/getting permission....)
- With reference to the advertisement, appeared on Sunday Observer, I am interested in.....(Applying)
- It is with great pleasure, I would like to inform you that(inviting/thanking/appreciating...)
- This is to complain that.....(complaining)
- I regret to inform you that.....(regretting/expressing sadness.....)

### ***How to end an official letter.***

- I look forward to receiving your explanation of these matters.....
- I look forward to receiving your payment.....
- I look forward to hearing you shortly.....
- If you need any further assistance, please contact me.....
- I shall be thankful if you take necessary steps to solve the problems/if you call me for the interview/if you provide us a favourable response.....
- Your cooperation in this regard is highly appreciated.
- I enclose a copy of the invoice and.....

### **Activity - 04**

Imagine that you are the Director of the National Museum. You have received a letter from the secretary of the English Literary Association of Mahamaya College, Kandy **asking for permission** to visit the Museum with 150 members. Write a reply letter to the secretary of the English Literary Association of Mahamaya College, Kandy. Use about 100 words. (5 marks)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

***Guidance – Mrs. Thushari Kalpage (ADE-English) – ZEO-Dehiowita***