



Provincial Department of Education – Sabaragamuwa – Week School

October – 2<sup>nd</sup> Week

Subject: English

Grade -10

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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)

Pre – learning activity

Re - arrange the information below to form a letter. Put the correct letter in front of the suitable number.

Thank You, **A**  
Yours sincerely  
Nuwan Perera

Therefore please be kind enough to advice these boys not to trouble the others. I hope you would take an immediate action in this regard. I am looking forward a favourable reply. **B**

I am writing this letter to make a complaint. **C**

Complaining about some boys who drink in public places **D**

No.127, **E**  
Depanama,  
Pannipitiya,  
11.05.2019

Dear Sir, **F**

I am a resident of Depanama, Pannipitiya. There are some young boys in this area who behaves very indecently. They gather at the culvert which is situated at the entrance to our village and crack jokes to girls and old people who walk on the road. I witnessed that they take alcohol openly by sitting on the culvert. Sometimes they block the road for vehicle users and make fun out of it. So they have become a real nuisance to the people living in this area. **H**

The Inspector of police,  
Police Station,  
Pannipitiya **G**

1		5	
2		6	
3		7	
4		8	

## 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**

**Date**

**Post of the receiver**

**Address of the receiver**

**Salutation**

**Subject/Title**

**Body of the letter (Appropriate beginning)**

**Body of the letter**

**Body of the letter (Appropriate ending)**

**Complementary close (the signature and the name of the sender)**

- ❖ *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.*

### ***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-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,

Dilum

(H. D. Dasanayaka)

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? .....

## **Post – learning activities**

### **Activity-01**

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.

### **Activity - 02**

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.



**Dear students,**

**Websites, LMS lessons and learning materials that can be used for the above activities.**

- ❖ E – nenapiyasa – Grade 10 English - <https://www.youtube.com/watch?v=otyQqsyEYWY>
- ❖ You tube - <https://www.youtube.com/watch?v=zOwHpGA0piA>  
<https://www.youtube.com/watch?v=11purKkFqT8>

## **Assessment**

- ❖ Imagine that you experience a frequent power failure in your area. Write a letter to the manager of Ceylon Electricity Board asking them to look into this matter. Explain how you suffer due to this problem. **(10 marks)**
- ❖ Imagine that you have some noisy neighbours. Write a letter to the president of the peace circle asking them to talk to your neighbours in this regard. **(10 marks)**

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