

WRITING FORMAL LETTERS

Remember VARP.

V – voice: The voice you adopt in formal letters should be professional. There is no space unbridled emotional venting. Even if you are writing with strong emotions, you need to contain them. Try to maintain a matter-of-fact, neutral manner. Logic should be prominent in the writing.

A – Audience: think about who the audience is. Depending on the audience, the persuasion may change. You need to look at things from the perspective of the receiver of the letter. For example if you are to write a letter to the principal requesting permission to go on a field visit, you have to think about why the principal would think it is a great idea – if you are writing an official letter to the parents, you would have to think about the concerns they would have. Therefore, depending on the audience, what you write and the way you phrase your writing may change.

R – Register should always be formal. Do not try to use informal register as that is not appropriate in writing an official document.

P – Purpose: you need to understand the main reason for writing the letter. Why are you writing it? What is your end result? How will you achieve it through your writing?

Imagine that you have been to a hotel for a vacation and experienced bad service. Write a letter to the manager requesting a refund. In your letter write about,

- *What the website promised and what the place was actually like*
- *How disappointing the service was*
- *Request a refund*
- ***Structure your paragraphs according to the given bullet points.***

Write about 200 words. Begin your letter with the following:

Dear Sir,

Last week my family stayed at your hotel for three days...

Try to use the words given below as much as possible.

Adverbs	Adjectives/Verbs	Linking words (Discourse Markers)
Quite	Disappointed	However
Extremely	Impolite	Moreover
Unbelievably	Untidy	Nevertheless
Impressively	Luxurious	Firstly, Secondly, Thirdly
Completely	False	In Conclusion
Willfully	Oblivious	Consequently
Exquisitely	Decorated	Furthermore

Clearly	Uninterested	Although
Mostly	Shocking	Therefore
Especially	Lackadaisical	
Highly	Unsatisfactory	

When you write a letter or an essay of more than 100 words, always prepare a sketch. Plan what you want to write about in each paragraph. (Write about 3 points for each paragraph)

Para 1 – P1

P2

P3

Para 2 – P1

P2

P3

Para 3 – P1

P2

P3

Further Tasks (Write 250-300 words)

1. Imagine that you went into a restaurant which claimed to be the best in town and had a bad experience. Think about the atmosphere of the place, the food and the service. Write a letter to the owner of the place, asking for a refund.

2. Imagine that your child has been given too much of homework from school. He does not even have time to play or to speak to his parents. Write a letter to the head teacher of the section demanding a more reasonable homework schedule. In your letter, mention

- the amount of homework given and how he struggles to manage all the work
- the things he misses out o because of all the homework, and how these are crucial for his development as a person
- your suggestions on how the homework schedule can be better.

3. Imagine that you have had a bad experience with a driver of Uber. Write a formal e-mail to Uber (Customer Care) mentioning about the bad experience: in your letter, mention the following:

- The behaviour of the driver
- The driving and unwillingness to follow instructions
- Why Uber should be more strict when hiring and why they should have better training for their drivers.