

# 1

# WRITING

## Formal Letters



*Formal letter writing is always asked in the Board Exams of Class 10 every year. Mainly, student's skills are tested to articulate the points in a concise and structured manner. Different types of common regular letter writing use-cases are tested by CBSE in this Chapter, which we will cover in detail with some great examples.*

### **Topic Notes**

- *Marking Scheme*
- *Structure*
- *Type 1: Letter for Placing/Canceling an Order*
- *Type 2: Letter of Enquiry*

Writing formal letters is quite necessary in today's times. Such letters are usually written to authorities, colleagues, and seniors about official matters and help in conveying the information in a professional manner. Thus, a formal letter is an indispensable and an important mode of communication.

In Class X, English Language and Literature Writing Section, there are two letter-type questions asked of which only ONE needs to be attempted by the student. This question is of 5 marks.

## **\*Marking Scheme**

One question (with internal choice) of 5 marks is based on Letter writing as per the latest 2021-2022 Syllabus of English Language and Literature. The detailed breakup of the 5 marks for the Letter Writing question is given below:

### **Format (1 mark)**

Format refers to a proper structure of the letter with different elements such as the date, subject, address. All formal letters should be written in an organised structure.

- All aspects of the format must be followed properly in order to gain the mark. If you miss out even one part of the letter,  $\frac{1}{2}$  mark would be deducted. So, focus on the correct format!
- If there is no content in the letter and the format is fully correct, NO mark will be awarded. So, don't write an empty letter thinking you would get at least 1 mark.

### **Content (2 marks)**

Content refers to the body of the letter or the matter that is written inside it.

- For the body of the letter, write the content in a proper prose structure. Do not list the content in bullet points as this will lead to the deduction of marks.
- Add paragraphs to the information to add clarity to the letter so that when the reader reads it, he/she knows exactly what is being talked about. Paragraphs also help in providing a logical structure to the content.
- The introductory sentence must clearly state the purpose of the letter. For instance, 'I am writing ... to draw the attention of the concerned towards the problem of / to order a / to enquire about the ...'
- The informative paragraphs must clearly state the problem, provide details for placing or cancelling an order, or inquire about the information requested.
- The concluding sentence must call for action, provide corrective measures, or appeal in earnest using phrases such as 'I earnestly hope / I would like to request ...'

### **Expression (2 marks)**

Expression refers to writing the content using the right words, accurate spellings, and in the correct grammatical structures.

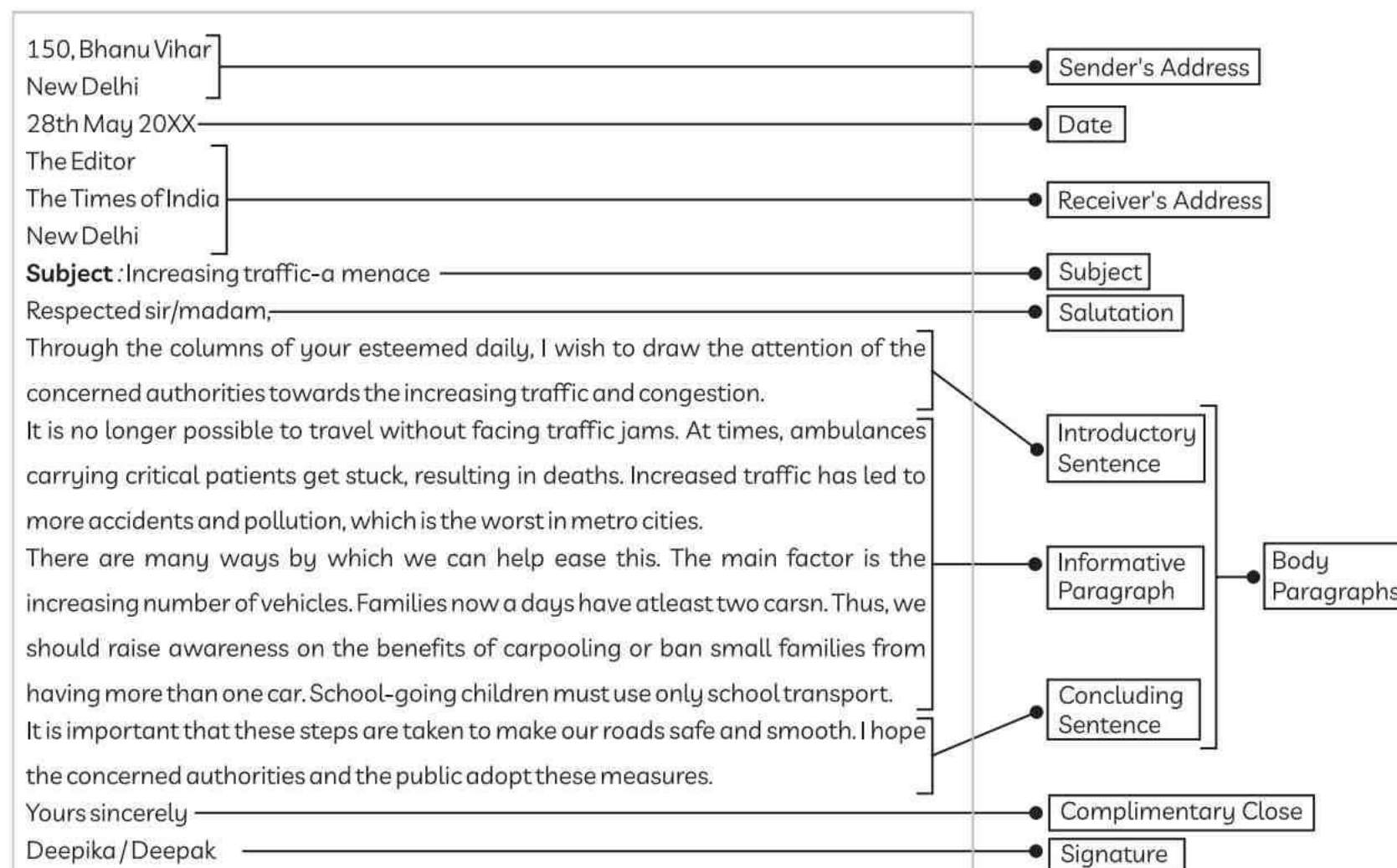
- Your letter might contain all the required information in the proper format, but it would still be considered incomplete if proper words and accurate grammar is not used.
- There is 1 mark given for cohesion between paragraphs or for the proper linkages from one idea to the next using connectors to structure the ideas logically from one to the next.
- The other 1 mark is for proper punctuation, spellings, appropriate words, and accurate grammatical structures.

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\* This is the old pattern marking scheme based on last year's guidelines from CBSE but, still very useful for structuring of answers purpose.

## Structure

A typical formal letter is shown below:



An effective formal letter is the one which covers all the following parts as labelled above:

- **Sender's Address:** The sender's address is usually written at the top left-hand corner of the page and extends across various lines. Each part of it should be written in a separate line for clarity. No comma is required to separate the various parts of the address.
- **Date:** You can write the date in any official format. Do not use any abbreviations while writing the date in a formal letter.
- **Receiver's Address:** All official letters are addressed to the authority/post of the person. Hence, we write receiver's address after addressing the official by their designation which is usually given in the question.
- **Subject:** This tells the recipient about the theme of the letter in a short and crisp manner.
- **Salutation:** This is the greeting to the person to whom the letter is addressed. If the gender of the recipient is specified in the question, we can use a salutation accordingly. But if not specified, we need to keep it gender-neutral.
- **Body:** This is the meatiest part of the letter as it contains all the information that the writer wants to convey. The body includes three main parts.
  - **Introductory Paragraph/Sentence:** It states the purpose of writing the letter.
  - **Informative Paragraph:** Gives details of the problem, its causes, effects, possible solutions, etc.
  - **Concluding Paragraph/Sentence:** It states your hopes, comments, requests, suggestions, etc.
- **Complimentary Close:** This is a polite way to end the letter. We often use 'Yours Sincerely' or 'Yours Faithfully' to end formal letters.
- **Signature:** This refers to the details of the sender – name and designation, if provided.

## Types of Formal Letters

There are four types of formal letters:

- I. Letter of Complaint
- II. Letter of Enquiry
- III. Letter for Placing/Cancelling an Order
- IV. Letter to the Editor

### I. LETTERS FOR PLACING/CANCELLING ORDERS

Letters for placing or cancelling orders are written to the concerned companies, firms, organisations when bulk orders are to be placed for a particular product.



#### Technique

- Always specify the exact requirement (product needed with quantity or service needed, cancellation of order, etc)
- The complete details of the payment mode (any terms), delivery date and time must be mentioned clearly.
- Asking for a discount on the products is optional.

#### Example :

You are the manager of Fit & Fine Fitness Club, Gandhi Road, Ernakulam. Write a letter in 100-120 words to Messrs Pioneer Sports Co., Kochi, placing an order for a minimum of 4 fitness equipments with details.

Fit & Fine Fitness Club

Gandhi Road

Ernakulam

1st June 20XX

The Manager

Messrs Pioneer Sports Co.

Kochi

**Subject :** Order for fitness equipments

Dear Sir/Madam

This is with reference to your letter dated 25th May 20XX giving details of the available products.

We are satisfied with the prices and would like to order the following items:

S. No.	Product	Number
1.	Go Pro Fitness treadmill	7
2.	Kamachi Multipurpose treadmill	7
3.	Paramount Fitness cycle	2
4.	Precor Elliptical trainers	7
5.	Dumbbells 25,15, 10.5 & 2.5 kg	5 pairs each

The following items should be delivered on or before the 20th of June between 3-4 p.m. Please send your executive to help assemble the equipment and also check their working condition. The balance amount will be paid within a week of it being checked via a transfer to your account. We hope you will adhere to the terms and conditions agreed upon and provide us with 15% discount on the total amount.

Yours truly XYZ

(Manager Messrs Pioneer Sports Co.)

## OBJECTIVE QUESTIONS

1. Answer any five out of the six questions given, with reference to the context below:

You are Vedant Sharma, the librarian of DAV International School, Mohali. Your school has recently introduced a story-telling session over the weekends for the students from classes 5 to 8. The students need to read story books and narrate the same to their fellow students. Write a letter to M/s Book World, Mohali, placing an order for the story books to be supplied at the earliest.

(A) Select the option with relevant details that Vedant would select, for this letter.

- (1) names of the books
- (2) font in the books
- (3) quantity of the books
- (4) pages of the books
- (5) expected date of delivery
- (a) (1) and (5)
- (b) (2), (3) and (5)
- (c) (2) and (4)
- (d) (1), (3) and (5)

Ans. (d) (1), (3) and (5)

**Explanation:** Vedant needs to place an order for the books. For that purpose, he needs to add the essential details like (1), (3) and (5) regarding the books. However, (2) fonts and (4) pages of the books are not required to be stated in the letter by Vedant. Hence, (d) is the right answer.

(B) Select the appropriate subject for this letter.

- (a) Send us the ordered books at the earliest
- (b) Placing order for the books to be delivered urgently
- (c) Need to get the books urgently
- (d) Supply the books at the earliest

Ans. (b) Placing order for the books to be delivered urgently.

**Explanation:** As we can see that option (a), (c) and (d) are rude and vague to be the subject line for the given letter, they can't be the right answers. Option (b) humbly tells the correct subject for the letter. Hence, (b) is the right answer.

(C) Select the option that completes the given line appropriately.

"Since we are your regular clients and institutional buyers, ....."

- (a) kindly consider giving us 20% discount on the purchase
- (b) you should give us at least 20% discount
- (c) 20% discount shall be compulsorily taken into consideration
- (d) we will get 20% discount on the purchase

Ans. (a) kindly consider giving 20% discount on the purchase

**Explanation:** Option (b) is impolite in tone. Options (c) and (d) are authoritative in tone while option (a) is humble and polite which is the most appropriate tone for a formal letter. Hence, (a) is the right answer.

(D) Writing this letter will help Vedant to .....

<ul style="list-style-type: none"> <li>• Cancel the order</li> <li>• Stop dealing with M/s Book World in future</li> </ul> <p style="text-align: center;">(a)</p>	<ul style="list-style-type: none"> <li>• Get order placed for the books</li> <li>• Get books supplied at the earliest</li> </ul> <p style="text-align: center;">(b)</p>	<ul style="list-style-type: none"> <li>• Remove the salesperson at the book store</li> <li>• Bring false sales into light</li> </ul> <p style="text-align: center;">(c)</p>	<ul style="list-style-type: none"> <li>• Spread awareness about book reading</li> <li>• Suggest ways to incline students for the same.</li> </ul> <p style="text-align: center;">(d)</p>
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Ans. (b)

(E) Vedant gives some details in his letter, to place the order. Select the option that helps him complete these details, appropriately.

As we are your regular customers for last 13 years, we would request you to (i) ..... Also, it is understood that dispatch, delivery and other expenses (ii) .....

- (a) (i) kindly give us at least 20% discount
- (ii) will be borne by your organization as always
- (b) (i) give us an extra book as a gift
- (ii) will be paid by us
- (c) (i) send the books at half of the price
- (ii) will not be given by us
- (d) (i) give us the books for free this time
- (ii) will be given by the Principal

Ans. (a) (i) kindly give us at least 20% discount

(ii) will be borne by your organization as always

(F) Choose the correct salutation that Vedant would choose for his letter.

- (a) Hey Sir (b) Hello there  
(c) Respected Sir/ma'am (d) M/s

Ans. (c) *Respected Sir/ma'am*

**Explanation:** As placing an order is a formal letter, it requires a formal salutation. Options (a), (b) and (d) are informal and vague while (c) is formal and complete. Hence, (c) is the right answer.

2. Answer any five out of the six questions given, with reference to the context below:

You are Alexander Smith, the Principal of St. Xavier's College, Mumbai. You had placed an order of 50 bats, 50 balls, 15 tennis rackets and 10 badminton rackets for a sports tournament that happened last week at your school. You requested Mohan and Sons Sports Shop to deliver the products before two weeks of the tournament for practice. However, the suppliers failed to do so. Write a letter to cancel the order for the same as the suppliers couldn't meet the expected date of delivering the order.

(A) Select the option that is the cause for cancelling the order, for this letter.

- (a) bad quality of products  
(b) plastic balls instead of leather  
(c) extra delivery charges taken  
(d) delivery surpassed the expected deadline

Ans. (d) *delivery surpassed the expected deadline*

**Explanation:** It is clearly given in the context of the letter that the suppliers were asked to deliver the products two weeks prior to the tournament for practice. However, they failed to do so. Hence, (d) is the right answer.

(B) Select the appropriate subject for this letter.

- (a) Cancel this order as soon as possible  
(b) No need of the products now  
(c) Cancellation of order due to missed deadline  
(d) Against order no xxx for bad quality products

Ans. (c) *Cancellation of order due to missed deadline*

**Explanation:** As we can see that option (a), (b) and (d) are not relevant to the context of the letter, they can't be the right answer. Option (c) tells the correct subject for the letter with the correct reason. Hence, (c) is the right answer.

(C) We would like to cancel the order that we had placed on 20th Oct, 20XX.

Is this line correct to be included in the letter by Alexander?

- (a) Yes, because it is formal and polite in tone  
(b) No, because it is arrogant in tone  
(c) Yes, because it is friendly in tone  
(d) No, because it is informal in tone

Ans. (a) *Yes, because it is formal and polite in tone*

**Explanation:** The given line is definitely formal and polite in tone. It is not (b) arrogant, (c) friendly or (d) informal in tone. Thus, options (b), (c) and (d) are wrong options. Hence, (a) is the right answer.

(D) Writing this letter will help Alexander to .....

<ul style="list-style-type: none"><li>Cancel the order</li><li>Stop dealing with Mohan and Sons Sports Shop in future</li></ul> <p>(a)</p>	<ul style="list-style-type: none"><li>Get order placed for the sports items</li><li>Get it supplied at the earliest</li></ul> <p>(b)</p>	<ul style="list-style-type: none"><li>Remove the salespersons at the sports shop</li><li>Tell people about the unprofessional behavior</li></ul> <p>(c)</p>	<ul style="list-style-type: none"><li>File a complaint</li><li>Get the suppliers behind bars</li></ul> <p>(d)</p>
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Ans. (a)

(E) Alexander gives some details in his letter, to cancel the order.

Select the option that helps him complete these details, appropriately.

We had a commitment of getting the order of the requested spots items to be delivered on 24th of October with you. However, even after (i) ..... We would request you to (i) ..... as it didn't meet our expected delivery deadline and is of no use to us now.

- (a) (i) booking the order, you didn't give it  
(ii) send them now at the earliest
- (b) (i) looking at the bad quality of your products, we ordered them  
(ii) give us extra discount on that
- (c) (i) missing the deadline  
(ii) send the order at the earliest
- (d) (i) assuring us, you didn't deliver the order on time  
(ii) cancel the order

**Ans.** (d) (i) assuring us, you didn't deliver the order on time  
(ii) cancel the order

(F) Choose the correct date format that Alexander would choose for his letter.

- (a) 31st 20XX, Oct
- (b) Oct, 20XX 31st
- (c) 31st Oct, 20XX
- (d) 20XX, Oct 21st

**Ans.** (c) 31st Oct, 20XX

**Explanation:** The correct format of a date for a letter is 'Date – Month (comma) – Year.' Option (c) is the one that has the date in the correct format. Hence, (c) is the right answer.

## SUBJECTIVE QUESTIONS

3. As the manager of Niti Institute of Excellence, Prabhuj Marg, New Delhi, you need to order books in bulk. Write a letter to M/s Singh & Bros. Booksellers, Lucknow, placing an order for the books to be supplied immediately. Sign yourself as Saurabh/Sujata. Write this letter in about 100-120 words.

**Ans.** Niti Institute of Excellence

Prabhuj Marg

New Delhi

24th January 20XX

M/s Singh & Bros. Booksellers

Lucknow

**Subject:** Supply of books for the institution

Respected Sir/Madam,

We want to place a bulk order for our institution's library. We request you to reconsider the 10% discount proposed earlier. Since we are your regular clients and institutional buyers, kindly agree to a 15% discount. It is understood that the dispatch, delivery, and other expenses will be borne by your organisation.

The list of books with their particulars is attached herewith.

List of Books	Quantity
1. Principles of Management Paperback – 2010 by James A.F. Stoner	12
2. The Ecology of Commerce by Paul Hawken	12
3. A Theory of Justice by John Rawls	10
4. The One Minute Manager by Kenneth H. Blanchard	15
5. Financial Statements by Thomas Ittelson	20

Yours sincerely

Saurabh/Sujata

4. Write a letter to Famous Sports, Chandni Chowk Old Delhi, placing an order for sports articles like footballs, basketballs, tennis balls and cricket bats to be supplied to your school. Sign as Raj/Ridhima Sinha, Sports Captain, King's Public School.

**Ans.** King's Public School

Green Park

New Delhi 110056

19 January 2021

The Manager

Famous Sports, Chandni Chowk

Old Delhi 110067

**Subject:** Supply of sports goods for the institution

Respected Sir/Ma'am

This has reference to the quotation dated 19 December 2020. Kindly send the following items at the above mentioned address.

List of Items	Quantity
Football	50
Tennis Ball	20
Cricket Bat	30
Basketball	40

All the items should be in a good condition, well-bound and packed properly and delivered within a week. The payment will be made by cash once the items reach us. Any damage during transportation would be your responsibility. Though in the past, you have never given us any opportunity to complain and – the goods have always reached us well on time, and in excellent condition as per our specifications, we do expect the same delivery this time as well.

Yours faithfully

Raj/Ridhima Sinha

Sports Captain

King's Public School

- 5. You are Vaibhavi Sinha, examination incharge, Goodway Public School, Aurobindo Road, Indore. You require 4 registers, blue and red ball point pens (50 each). Place an order with Sunrise Stationery Mart, 12 Mall Road, Indore mentioning terms of payment, discount asked by you and delivery date. (100-150 words). [CBSE 2020]**

**Ans.** Goodway Public School

Aurobindo Road

Indore - 110096

03 April 2021

The Manager

Sunrise Stationery Mart

12, Mall Road

Indore - 110067

**Subject:** Supply of stationery for the institution

Respected Sir/Ma'am

This has reference to the quotation dated 19 December 2020. Kindly send the following items at the above mentioned address.

List of Items	Quantity
White Paper	4 reams
Carbon Paper	2 packets
Registers	12
Blue ballpoint pens	50 each

The payment will be made by cash once the items reach us. I hope we are eligible for a 15% institutional discount. The goods have always reached us well on time, and in excellent condition as per our specifications, we do expect the same delivery this time as well. Kindly notify us of the delivery date as per your earliest convenience.

Yours faithfully  
Vaibhavi Sinha  
Examination In charge  
Goodway Public School

6. You are Vaijanthi/Vijay from Prakasham Nagar, Secunderabad, Andhra Pradesh. Write a letter to Book Haven Store, requesting home delivery of the books, stationery and art materials you had ordered telephonically. Share the reason for being unable to pick up the goods in person. Confirm your address details and a convenient time slot.

**Ans.** 25, Prakasham Nagar

Secunderabad  
Andhra Pradesh  
12<sup>th</sup> March 20XX  
The Manager  
Book Haven Store  
Secunderabad

**Subject:** Request for Home Delivery of Order

Dear Sir/Ma'am

This is with reference to the order of books, stationery and art materials which I had placed telephonically on 11th March 20XX at 5:00 pm. I was to collect the order on 13th March 20XX but due to an emergency in the family, I will not be able to collect the order in person.

I need the ordered material urgently and I humbly request you to kindly have the order delivered at the address mentioned above. I would be grateful if the order could be delivered between 2:00 pm to 5:00 pm tomorrow. The payment for the same will be made in cash to the delivery executive.

I would be grateful if you would look into the matter and expedite the delivery at my home address. In case of any difficulty in locating the address, the delivery executive can call at 89765XXXXX.

Thanking you

Yours sincerely

Vijay/Vaijanthi

## II. ENQUIRY LETTERS

Enquiry letters are written to the concerned companies, firms, organisations when one needs to enquire about a particular service or product.



### Technique

- ➔ Briefly introduce yourself or your company.
- ➔ The tone must be very polite as information needs to be extracted from the recipient of the letter.
- ➔ It is important to mention all the details that you require about the product or the service.
- ➔ Clarify the end date by which you'd want a reply back if there is urgency.

### Example :

You are Manjula Raman, Principal of Gita Public School, Baradari, Jalandhar. You come across an advertisement of a landscaping firm specialising in building green houses and also developing golf courses. Write a letter in 100-120 words to the manager of Green With Us, enquiring about their services and other discounts.

Gita Public School  
Baradari  
Jalandhar  
1<sup>st</sup> March 20XX  
The Manager  
Green With Us  
Chandigarh



**Ans. (d) • Infrastructure details of the camps • Canteen menu**

**Explanation:** Karan wants to know every detail regarding the course in the institute. Options (a), (b) and (c) are information related to course while (d) is not related to course. It shows irrelevant information as per the context of the letter. Hence, (d) is the right answer.

**(E) Choose the option that can NOT be given as Karan's reply to the letter by the institute.**

- (a) brochure (b) prospectus  
(c) notice (d) college e-book

**Ans. (c) notice**

**Explanation:** A college can give its information to the students in the form of (a) brochure (b) prospectus or (d) college e-book but not in the form of (c) notice. Hence, (c) is the right answer.

**(F) Choose the correct tone that Karan would choose for his letter.**

- (a) aggressive (b) humble  
(c) ecstatic (d) authoritative

**Ans. (b) humble**

**Explanation:** A person must always be (b) humble in tone while writing a formal letter. Hence, (b) is the right answer.

**8. Answer any five out of the six questions given, with reference to the context below:**

You are Sonya Patel. You want to spend a week-long holiday at Tigor Hotel, Shimla. For that reason, you want the HR department of the hotel to give you the necessary details like accommodation facility, check-in charges, food facilities, guide facilities, spa availability, etc. You have to write a letter of enquiry for the same.

**(A) "Kindly send us the complete ..... in case we choose the tour package at your hotel."**

**Choose the correct option for the blank.**

- (a) culinary (b) schedule  
(c) table book (d) discount

**Ans. (b) itenary**

**Explanation:** The term (a) culinary means related to cooking, (c) are the books kept on the tables of coffee shops or restaurants and hotels while (b) means a time-table or a routine to be followed. Option (d) has no relevance whatsoever to the blank here. The correct word is (b). Hence, (b) is the right answer.

**(B) Select the appropriate closing line for this letter.**

- (a) Kindly send me the details.....  
(b) Hey! send me the details.....  
(c) You must send me the details.....  
(d) Be as quick as you can be in sending the details.....

**Ans. (a) Kindly send me the details.....**

**Explanation:** Option (b) is informal and inappropriate. Options (c) and (d) are impolite and authoritative in tone while (a) is formal and polite. Hence, (a) is the right answer.

**(C) What detail should Sonya NOT ask the HR staff of the hotel to send her?**

- (a) meal menu  
(b) massage & Spa availability  
(c) valet parking  
(d) rooms booked by others

**Ans. (d) rooms booked by others**

**(D) Sonya wants to add a tour guide facility, if available, at the hotel.**

**Sonya wants this facility for:**

- (a) companionship  
(b) sight-seeing  
(c) conversations  
(d) partnership

**Ans. (b) sight-seeing**

**Explanation:** It is very clear that a person hires a tour guide only when they want to go for (b) sight – seeing in order to learn about the history and culture of the places. Sonya doesn't want a tour guide for (a), (c) or (d). Hence, (b) is the right answer.

(E) **Subject:** "....."

Choose the correct option.

- (a) Complaint regarding the poor facilities at your hotel
- (b) Enquiry regarding the facilities at your hotel
- (c) Spreading awareness about the facilities at your hotel
- (d) Placing order of room at your hotel

**Ans.** (b) Enquiry regarding the facilities at your hotel

**Explanation:** This letter is written by Sonya to enquire the details of the hotel by its HR department. It is not written as a (a) complaint, (c) to spread awareness or (d) to place order. Hence, (b) is the right answer.

(F) **Yours Faithfully**

Sonya Patel

The text above is known as a letter's:

- (a) salutation
- (b) subject
- (c) signature
- (d) body

**Ans.** (c) signature

**Explanation:** Option (a) is "Respected Sir/ma'am", (b) is the topic of the letter while (d) is the matter of the letter. Option (c) is the name of the person writing the letter, which comes at the end of the letter. Hence, (c) is the right answer.

3. You are Manika/Sanjib Saha, a student of class XII and resident of 44 Park Street, Kolkata. You want to be an actor. Write to the National Institute of Acting, Mumbai, seeking information about their course, admission procedure, eligibility criteria, and other necessary details.

**Ans.** 44, Park Street  
Kolkata - 119900  
26 March 2021  
The Director  
National Institute of Acting  
Santa Cruz  
Andheri (West)  
Mumbai - 400021

**Subject:** Inquiry regarding courses in acting

Dear Sir/Ma'am,

This is with reference to your advertisement in the Kolkata Daily dated 15<sup>th</sup> February 2021 regarding the courses in acting offered by your reputable institute. I am currently studying in grade 12 and awaiting the results of my board examinations. I am passionate about acting and want to take it up as a career. The first step towards which would be to enrol myself in the course offered by your institute.

Please send me the prospectus containing all the information regarding the course and the application form. I would be highly grateful if you could provide information about the following:

The department and programme faculty

Scholarships available

Admission procedure

Eligibility criteria

Hostel facilities

Kindly send me the latest brochure with the above details along with the enrolment form at the earliest to enable me to register myself for the course.

Yours faithfully

Manika/Sanjib Saha

4. You are Vipul/Apoorva living at D-424, Island Avenue, Ernakulam. You have seen an advertisement about a diploma course in French language soon to be organized by Maxwell Institute of Languages, Fort Road, Kochi. Write a letter in 100-150 words to the advertiser seeking all the relevant information like admission procedure, fee structure, duration of the course, timing of the class, transport facilities, etc. [CBSE 2020]

**Ans.** D-424, Island Avenue  
Ernakulam - 119900  
26 March 2021  
The Director  
Maxwell Institute of Languages  
Fort Road  
Kochi - 400021

**Subject:** Inquiry regarding the diploma course in French

Dear Sir/Ma'am,

This is with reference to your advertisement in the Times Daily dated 15<sup>th</sup> February 2021 regarding the courses in acting offered by your reputable institute. I am currently studying in grade 12 and awaiting the results of my board examinations. I am passionate about languages and want to learn French in particular. I have researched and found your institute to be the best in providing courses in the same.

Please send me the prospectus containing all the information regarding the course and the application form. I would be highly grateful if you could also provide me some information about the following:

Scholarships available

Admission procedure

Fee structure

Duration of the course

Class timings

Eligibility criteria

Hostel/Transport facilities

Kindly send me the latest brochure with the above details along with the enrolment form at the earliest to enable me to register myself for the course.

Yours faithfully

Vipul/Apoorva

5. You are Neeta/Naveen of 44, Hanuman Nagar, Meerut, studying at a coaching centre in Rajinder Nagar, Delhi. You need accommodation for yourself. Write a letter to the Manager of Paying Guest Services, 11, Jal Vayu Vihar, Rajinder Nagar, Delhi inquiring about the details such as type of accommodation, monthly charges, facilities, etc.

**Ans.** 44, Hanuman Nagar  
Meerut  
Uttar Pradesh 201301  
26 May 2021  
The Manager  
11, Jal Vayu Vihar  
Rajinder Nagar  
New Delhi - 110056

**Subject:** Enquiry about paying guest accommodation in your area

Dear Sir/Ma'am,


This is with reference to your advertisement in Daily Times dated 13 May 2021 about the paying guest facilities and would like to know in detail about the accommodation offered by you.

I am a resident of Meerut and am currently studying in Delhi. My coaching centre is in Rajinder Nagar and I would like to live somewhere near it in order to save my travel time.

Kindly send me the details about the type of accommodation offered, monthly charges, facilities available like attached bathrooms, meals, and wifi facility, etc.

Yours faithfully

Neeta/Naveen

6.  You want to spend a week-long holiday at Kasauli in the month of November. You have decided to stay at Hotel Hill Queen. Write a letter in 120 – 150 words to the manager to book a room. Mention the dates, facilities in the room, food, sightseeing facilities, etc., you will need. You are Vedant/Vedika of B-12, Garden Apartments, New Delhi.