

AECS – ANUPURAM

ENQUIRY LETTER

MODULE 1 OF 2

INTRODUCTION

- ❖ Letters are written communications.
- ❖ Writing letters is an art and it is mastered through practice.
- ❖ Letter writing is an essential skill.
- ❖ Despite the prevalence of emails and text messages, everyone has to write letters at some point.
- ❖ Letters of complaint, job applications, thank you letters, letters requesting changes or making suggestions — the list goes on and on.
- ❖ Letters develop social discourse, strengthen business relations and win over the officers and employers.

KINDS OF LETTERS

- (a) Formal Letters
- (b) Informal Letters
- Formal Letters include business letters, applications for jobs, letters to editors, letters to Principal/Officers and letters of complaints to authorities.
- Informal Letters are written to friends, relatives, acquaintances and teachers. These include private and personal matters such as condolences, congratulations, invitations, etc.

A formal letter has seven parts:

1. The Address of the sender including the Date
2. The Inside Address
3. The Salutation
4. Subject Heading
5. The Body of the Letter
6. The Subscription
7. The Signature

BUSINESS LETTERS

- ❖ A business letter is different from a personal letter in form, tone and content.
- ❖ In personal letters we may follow an informal, friendly or personal tone, content or style.
- ❖ But business letters demand a formal and matter of fact treatment.
- ❖ These letters are generally written to or by commercial and business firms and enterprises,
- ❖ so they must be simple and systematic, brief and specific in content and formal in treatment of the subject.

Writing Good Business/Official Letters

- ❖ Be brief, clear, concise and to the point. Use a proper layout/format for these formal letters.
- ❖ The layout may be in block format or indented format (as in informal letters).
- ❖ Use of punctuation marks is adopted in the indented form
- ❖ Follow the block format which is in vogue after introduction of computers.
- ❖ Convey facts briefly but impressively.

- ❖ Indicate the theme in the initial para of the body of the letter.
- ❖ Develop your points in the middle paragraph and
- ❖ conclude/give suggestions in the final part of the body of the letter.
- ❖ Use simple and direct language.
- ❖ Avoid the use of long and high sounding words and ambiguous constructions.
- ❖ Be courteous.
- ❖ Even while lodging a complaint or criticising, you should be polite and charming.

Remember the following points about block format:

- ❖ There is no indentation.
- ❖ Each block begins with the margin on left hand side.
- ❖ Extra space should be left between different sections and paragraphs.
- ❖ Omit punctuation marks in address, date or salutation. In case you put a comma in the address, use it throughout.

❖ Golden Rule:

Always use

- (a) suitable format
- (b) well-organised content
- (c) appropriate language

ENQUIRY LETTERS

- ❖ An Enquiry letter is a formal letter, written to enquire and get details regarding something that a person is interested in.
- ❖ It could be written with respect to an item that a person is interested in buying, a course that a person wants to study, a vacation trip that a person wants to go on, etc.

- ❖ As the sender of an Enquiry letter needs information about something, the enquiry letter must mention the contact details of the sender where the said information has to be sent.
- ❖ It must contain the particulars of the thing enquired about.
- ❖ It must also list down all the aspects of the thing about which the sender wants detailed information.

ENQUIRY LETTER FORMAT

- ❖ The Format of an Enquiry Letter is as follows –
- ❖ 1. **Sender's address:** Include an email and phone number, if required.
- ❖ 2. **Date:** Below address. Leave one space or line.
- ❖ 3. Receiver's address
- ❖ 4. The subject of the letter
- ❖ 5. Salutation (Sir / respected sir / madam)
- ❖ 6. Body

Paragraph 1: Introduce yourself and the purpose of writing the letter

Paragraph 2: Detail of the enquiry

Paragraph 3: Conclude / end

- ❖ 7. Complimentary Closing
- ❖ 8. Sender's name, signature and designation (if any)

End of Module 1 of 2
Thank you