

## 10. FORMAL LETTERS AND OFFICIAL COMMUNICATION



### PART – 1

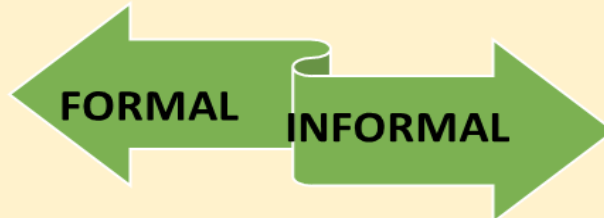
### FORMAL LETTERS

<b>DEFINATION</b>	A letter is a written message which is sent from one party to another and contains important information.
<b>TYPES OF LETTER</b>	<ul style="list-style-type: none"> <li>• <b>Informal letters</b> are letters written to people we are familiar with, like relatives and friends. They are used for casual and personal communication.</li> <li>• <b>Formal letters</b> are used for official and professional communication. They are written with a particular, well- defined objective or set of objectives in mind and not for the sake of arbitrary correspondence.</li> </ul>
<b>FORMAT OF FORMAL</b>	<ul style="list-style-type: none"> <li>• Sender's Address</li> </ul>

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**LETTERS**

- Date
- Salutation
- Subject
- Content
- Complimentary Close

**TYPES OF BUSINESS OR OFFICIAL LETTERS****1. Letters of Enquiry**

A letter of enquiry is one of the most important types of business letters. These letters are written to gather information from various sources about people seeking jobs, prices of services and products, etc.

**2. Order Letters**

An order letter is written by a buyer to the seller requesting him to deliver goods.

**3. Letters of Complaint**

A complaint letter can be written in an individual capacity or on behalf of a company. Writing a compliant letter is an effective and professional way to get the problems resolved.

**4. Reply to Letter of Complaint**

The way a firm/business responds to complaints and unhappy customers impacts its reputation more than most other things. It's becoming even more critical for companies to provide great customer service.

**5. Promotion Letters**

Promotional content refers to letters written to customers primarily to apprise them of some new development, like opening of a new branch, offers a deals extended by them, or new facilities available.

**6. Sales Letters**

Sales letters are an important means of business communication and are written to publicize and ultimately sell a product or a service to the consumers.

**7.Recovery Letters**

Recovery letters are addressed to customers or clients from whom money needs to be collected for the goods or services provided to them.

**PART 2:****OFFICIAL COMMUNICATION**

<b>BASICS</b>	The section discusses the various formal styles of letter writing, including, <b>circular, memos</b> , complaint letters and recovery letters.
<b>CIRCULARS</b>	Office circulars are generally those letters which are circulated to a <b>huge number of employers</b> in an office in a simultaneous manner, <b>conveying a special message</b> or an instruction that needs to be followed in the future.
<b>MEMOS</b>	A memo is used as a means of official communication within a company or an organization. The word memo or <b>memorandum means 'reminder'</b> and is frequently used to inform the people within the organization about policies, procedures, etc.

**Question 1**

**Corresponding with customer should be done with utmost care and cordiality." Comment. How can this be ensured in case of reminders and collection letters?**

**Answer:**

Customers are the asset of the organisation. The future of an organisation depends on them. Therefore, an organisation can never think of losing a

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customer by offending him. Nevertheless, the organisation cannot run without money. Therefore, it has to write collection letters. A collection letter must employ tact, persuasion, diplomacy, patience and good humour while it should show firmness and definiteness. The collection letter has to be drafted very carefully keeping in mind the following points: -

- The letter should be written in a style which in no way damages the prestige of the customer.
- The tone should be positive, cheerful and optimistic.
- The first letter should have with it a copy of Statement of Account: a proof of outstanding balance.
- The 'you' attitude should be used to convince the debtor that it is to his, own advantage to pay.
- The language of the letter should be balanced requesting prompt payment.

### **Question 2**

**Comment on the following statement about 30 words Good business correspondence promotes Company's public relations.**

#### **Answer:**

Good business correspondence builds the image of the company. A well drafted nearly written well-presented letter helps in promoting company's relation with the outside world.

### **Question 3**

**How office letter is different from office letter.**

#### **Answer:**

**Difference between circular letter and Office Circular:**

Circular letter circulates or communicates the message to a large number of customers and the suppliers, while office circulars circulates the message to the staff of the business firm.

### **Question 4**

**Briefly discuss formal and Informal.**

#### **Answer:**

**Informal Letters**

Informal letters are letters written to people we are familiar with, like relatives and friends. They are used for casual and personal communication.

While writing informal letters we can make use of a personal and emotional tone. The language and tone of the letter depends on the level of comfort and familiarity between the sender and the recipient. There is no specific format prescribed for writing informal letters.

### **Formal Letters**

Formal letters are used for official and professional communication. They are written with a particular, well- defined objective or set of objectives in mind and not for the sake of arbitrary correspondence. As opposed to informal letters, there is a manner prescribed for writing formal letters. These letters are concise and written in a specific format using formal language. The term formal letter encompasses any letter written for a formal purpose, whether that be a recommendation letter, a complaint letter, a job application, or a letter to the editor. Formal letters are used mainly for two purposes. The first is that they open channels for communication which will aid you in receiving a desirable response while solving a problem, making preparations, and inquiring about products and services. Moreover, they can be used as official records of the communication between two parties, so that if there is a dispute or confusion, you can support your case with physical proof.

### **Question5**

**Explain with examples the difference between office orders and office circulars.**

**Answer:**

**Difference between office order and office circular:**

Office order means a message containing an instruction. It is a tool of downward communication which travels from the top level to the lower level. It is issued for matters relating to promotion, suspension, posting, transfer, increment, etc.

These are the matters the decision relating to which are taken by the superiors. Thus office orders are issued by superiors i.e. top level management has to convey the same message to all his subordinates. For this he issues circulars and sends it to the subordinates. Circulars are usually brief, precise and to the point.

Thus both office order and circulars are means of internal communication but serving different purpose.

**Question 6****What is the format of writing a formal letter?****Answer:**

In English there are a number of conventions that should be used when writing a formal or business letter. Furthermore, you try to write as simply and as clearly as possible, and not to make the letter longer than necessary. Remember not to use informal language like contractions.

**Addresses:****1) Your Address**

The return address should be written in the top right-hand corner of the letter.

**2) The Address of the person you are writing to**

the inside address should be written on the left, starting below your address.

**Date:**

Different people put the date on different sides of the page. You can write this on the right or the left on the line after the address you are writing to. Write the month as a word.

**Salutation or greeting:**

- **Dear Sir or Madam,**  
If you do not know the name of the person you are writing to, use this. It is always advisable to try to find out a name.
- **Dear Mr Jenkins,**  
If you know the name, use the title (Mr, Mrs, Miss or Ms, Dr, etc.) and the surname only. If you are writing to a woman and do not know if she uses Mrs or Miss, you can use Ms, which is for married and single women.

**Ending a letter:****1) Yours faithfully**

if you do not know the name of the person end the letter this way.

**2) Yours sincerely**

if you know the name of the person end the letter this way.

**3) Your signature**

Sign your name, then print it underneath the signature. If you think the person you are writing to might not know whether you are male or female, put your title in brackets after your name.

**Question 7****What is difference between formal and informal letter?****Answer:**

Formal letter is usually written for official reasons. A formal letter, also known as a business letter, and it is written in a formal language with a specific structure and layout. An informal letter is a personal letter, you may want to ask for something, or communicate with a friend far away.

**Question 8****How many types of formal letters are there?****Answer:**

Two Main Types of Letters. There are many types of letters. However, most types of letters fall into two main categories: inquiry letters, like Victor Hugo's letter, and information letters, like his publisher's response.

**Question 9****What is the purpose of a formal letter?****Answer:** *A Complete KIT of Education*

The business letter is a formal type of communication that is usually typed on 8 1/2 by 11-inch white stationery paper. Business letters must be targeted to a specific individual or group, have a clear and concise purpose, be convincing and end with a specific objective, like a meeting date.

**Question 10****What are the features of a good letter?****Answer:**

A letter is written with a clear objective. The effectiveness of letter determines the achievement of such objective. An effective letter develops a positive impression and encourages the receiver to do the jobs in the writer wants. The effective letter is one which possesses following qualities:

- **Clearness**

The matter of the letter must be clear to the reader. The letter must have simple, short and sweet words and sentence so that it will be clearly understood by the reader. If the word, I not familiar then the meaning is not clear. So, the letter must be clear and understanding.

- **Correctness**

the language used must be correct. The letter containing important information, messages should be accurate with no spelling errors. There must be a proper use of grammar, figures and data. So, the letter must be correct about facts and figures and statement to be a good letter.

- **Completeness**

The letter must have all the information which a reader wants. Incomplete communication system doesn't provide the meaning of information ideas and other facts and incomplete organization and its department. Hence, the letter must be complete so that it doesn't add confusion, waste time, money and efforts.

- **Conciseness**

The letter must contain only necessary discussion it should not be more than what makes the meaning of the letter clear to the reader. The letter must be short and sweet. Lengthy sentences and repetitions must be avoided. Words must be carefully chosen. So, the letter must have the quality of conciseness.

- **Attractiveness**

The appearance of the letter also determines the quality of the letter. The letter must be attractive. The letter must have proper designs and should be computer typed and printed on letter pad with a letter head. The letter must be folded properly and should be put in a right sized envelope to make it attractive.

- **Coherence**

The letter must include the matters of the letter in a sequential manner. One information should be followed by other information in a sequence and one paragraph should be supported by another paragraph. So, the letter must be a coherence to be a good letter.

- **Courtesy**

A letter must show politeness, positive attitude and friendly behavior towards the reader. A courtesy letter helps to increase goodwill and creates a warm relationship. So, the letter must give respect to the feeling of the reader.



- **Creativeness**

The effectiveness of a letter depends on to a great extent on its coherence or writer should not try to copy the phrases, sentences, and style from others. Only creative and original writing helps in impressing and convincing the receiver.

- **Effectiveness**

when all the above qualities are fulfilled then the letter is regarded as an effective letter. An effective letter achieves the objective properly. The letter must be written in accordance with the rule then it will be effective.

### **Question11**

#### **What is the informal letter?**

#### **Answer:**

An informal letter is a letter that is written in a personal fashion. You can write them to relatives or. Friends, but also really to anyone with whom you have a non-professional relationship with, although, this doesn't exclude business partners or workers with whom you're friendly with either.

### **Question12**

#### **How do we write an informal letter?**

#### **Answer:**

Informal Letters

1. Suggested Videos. Article. ...
2. Address. The first thing to write is your address, i.e. the address of the writer. ...
3. Date. Next just below the address we write the date. ...
4. Greeting. Now since you know the person you are writing to, the greeting can be informal as well. ...
5. Introduction Paragraph. ...
6. Body of the Letter. ...
7. Conclusion. ...
8. Signature.

### **Question13**

#### **What are the parts of informal letter?**

#### **Answer:**

Friendly letters have five parts:

1. **The Heading:** The heading can include your address and the date. In casual, friendly letters your address is not necessary.
2. **The Salutation (greeting):** This usually begins with Dear\_\_\_\_\_. The blank is for the name of the person you are writing. After you write the person's name you put a comma (,).
3. **The Body:** The body of the letter is the information you are writing in your letter.
4. **The Closing:** In the closing the first word is capitalized and you put a comma after the last word.

### Some examples of closings are:

- Sincerely,
- Your friend,
- Love,
- Very truly yours,

5. **Your Signature:** This is your name. It goes under the closing

### Question14

**Attempt the following:**

**Write an office note from the Stores Department to the Administration Department that stock taking will take place on 29<sup>th</sup> and 30<sup>th</sup> June, 2018. During this period, no stock item shall be issued.**

**Answer:**

**ASHA & CO. LTD. NEW GREATER NOIDA**

**Ref: 7/STORE/07/18**

**From: Sales Department**

**Sub: Stock taking for the Period,**

The stock taking for the purpose of closing the quarterly accounts for the year 2018 would take place on 28<sup>th</sup> - 29<sup>th</sup> July, 2018. Please advise all the departments to draw their latest by 27<sup>th</sup> July 2018, as the supplier will remain closed during the period

24<sup>th</sup> July 2018

To: Administration Dept.

### Question16

**What is the proper way to format a letter?**

**Answer:**

**1. Place your name and address at the top of your letter.** Include the street address, city, state, and zip code in a block that is left-aligned and single-spaced.

- The city, state, and zip code are included on the same line, while the street address has its own line.
- If you send a letter using a professional letterhead that includes this information, skip this step. Do not repeat the sender's address twice.

**2. Include the date directly below your address.** Type the date the letter was written or the date it was finished, whichever you prefer.

- The date should be left aligned, just like the address directly above it.
- Write the date in *month-day-year* format. Write out the month in text, but use numbers to write the day and year. For example: February 9, 2013.

**3. Include a blank line between the date and the next portion of the letter.** This will set the address nicely apart from the next section.

**4. Use a reference line, if applicable.**<sup>[2]</sup> If writing the letter in reference to something specific, it may help to include a reference line starting with "Re:"

- Left-align the reference line and keep it to a single line.
- Use a reference line when replying to another letter, job ad, or request for information.
- Follow the optional reference line with a blank line to separate it from the next portion of the letter.

**5. Type out the recipient's address.** Include the recipient's name and title, as well as the name of the company, street address, city, state, and zip code.

- All of this information should be left-aligned and single-spaced. The recipient's name should be written on its own line, as should the recipient's title, name of the company, and street address. The city, state, and zip code are included on the same line.
- If sending the letter to another country, include the name of the country in all capital letters on its own separate line below the address.
- Address the letter to a specific person, whenever possible, and address that person with an appropriate title such as "Mr." or "Ms." If you are uncertain about the recipient's gender, skip the title.
- Follow the entire address with a blank line.

**6. Begin the body of your letter with a polite salutation.** A typical salutation begins with "Dear," followed by the recipient's personal title and last name. The name is followed by a comma.

- The salutation should be left-aligned.
- If you do not know the recipient's gender, you can address that individual by his or her full name, or proceed the last name with his or her job title.
- Leave a blank line after the salutation.

**7. Write a subject line, if desired.** Type the subject line in all capital letters below the salutation and keep it left aligned.

- Keep the subject line brief yet descriptive. Try to keep it to one line.
- Note that this is not conventional and should be used sparingly.
- Do not include the subject line if you included a reference line.
- Include a blank line after the subject line if you included it.

**8. Begin the body section with a brief introduction that explains the purpose of your letter.** Left-align the paragraphs and but feel free to use indentations at the beginning of paragraphs.

**9. End your letter with a polite closing.** Examples of polite closings include "Sincerely," "Best regards," or "Thank you." Remember to left align the closing and follow it with a comma.

- Only capitalize the first letter of the first word in the closing.

### **Question17**

**How do you end a love letter?**

**Answer:**

1. Start off by stating the purpose of your letter. ...
2. Recall a romantic memory. ...
3. Now transition to a section about the things you love about her. ...
4. Tell her all the things you love about her. ...
5. Tell her how your life has changed since meeting her. ...
6. Reaffirm your love and commitment. ...
7. End with a line that sums up your love.

### **Question18**

**How do you address a letter to an unknown person?**

**Answer:**

Start using the business **letter** format: put the recipient's name and **address**, if known, and **address** them as "Dear [name]". If the recipient is currently **unknown** (this would be likely on an academic application, for instance), then use "Dear Sir/Madam" or "To whom it may concern".

### **Question19**

**How do you start a letter when you don't know the recipient?**

**Answer:**

Less formal and more typical is "Dear Sir or Madam:" (note the use of the colon; "To Whom It May Concern:" also should use one). If you know the title or job position of the individual to whom you are writing, you should use that: "Dear Judge:", "Dear Claims Adjustor:" and so on.

### **Question 20**

**Attempt the following:**

**Since Ankur; Marketing Manager, has gone on training for three months to Hawaii University, Samir has to take additional charge of the office of Marketing Manager, till Ankur comes back. Prepare a suitable office order**

**Answer:**

**ASHA & COMPANY**

**36, Chock Bajar, New Delhi - 6**

**Order No. 137/2018**

**June 27, 2018**

#### **OFFICE ORDER**

Mr. Ankur Saxena, Marketing Manager has gone on training for a period of three months w.e.f. July 1, 2018 to September 30, 2018, to Hawaii University. During his absence, Mr. Samir Bhargava, Deputy Marketing Manager shall hold the charge of marketing Manager from July 27, 2018, until Mr. Ankur Saxena joins back the company. The appointment is purely temporary in nature

### **Question21**

**What is the proper salutation for a cover letter?**

**Answer:**

Use a generic salutation, such as Dear Hiring Manager, Dear Recruiting Manager or Dear Human Resources Professional. (Avoid To Whom It May

Concern; it is antiquated.) Another option is to write Greetings, which is somewhat informal but polite.

### **Question 22**

#### **How do you write a formal application letter?**

##### **Answer:**

1. Write an engaging first paragraph. ...
2. State where you found the position to which you are applying. ...
3. Explain why hiring you will benefit the employer. ...
4. Briefly summarize your strengths, qualifications, and experience. ...
5. Paint a picture of yourself that's not on your resume.

### **Question 23**

#### **What are the features of formal letter?**

##### **Answer:**

Basically, the main features of a formal letter include:

- The Addresses: the writer's and the recipient's.
- The date: immediately after the writer's address at the top right hand side of the letter.

Salutation/ Greetings: Dear Ma/Sir, it must be marked off by a comma.

### **Question 24**

#### **What are informal words?**

##### **Answer:**

Informal English includes conversational language. Contractions such as can't, won't, and I'm. Contractions are not used in formal English. Formal English is carefully worded as in academic or professional writing. Word choice is important in formal English.

### **Question 25**

#### **What is informal report?**

##### **Answer:**

Informal Reports. Elements of an Informal Report. An informal report can be used to share important information with one person or a small group of people. It is generally brief and direct and can be delivered in email or memo format. The following outline can be used to write an effective informal report.

**Question 26**

**How do you end a formal letter?**

**Answer:**

When you're ending your letter, be sure to choose a letter closing that is appropriate to the topic of your letter and to your personal situation and relationship with the person you are writing to. Here are more examples to choose from.

Best,

Cordially yours,

Fond regards,

In appreciation,  
In sympathy,

Kind regards,  
Kind thanks,  
Kind wishes,

Many thanks,

Regards,  
Respectfully,  
Respectfully yours,

Sincerely,  
Sincerely yours,

Thanks,  
Thank you,  
Thank you for your assistance in this matter,  
Thank you for your consideration,  
Thank you for your recommendation,  
Thank you for your time,

Warm regards,  
Warm wishes,  
Warmly,

With appreciation,  
With deepest sympathy,  
With gratitude,  
With sincere thanks,  
With sympathy,

Your help is greatly appreciated,  
Yours cordially,  
Yours faithfully,  
Yours sincerely,  
Yours truly,

**Question27**

**Write a letter to the Mayor of your city seeking a solution to the problem of water logging in your area. You are Raj / Rani of Dharma Colony, Ramgarh.**

**Answer:**

14 / 8, Dharma Colony  
Ramgarh.

**Date: 23 August 2018**

The Mayor  
Ramgarh

Subject: Complaint regarding the problem of water logging in Dharma Colony

**Sir / Madam**

I am Raj, a resident of Dharma Colony. The residents of the area are facing a lot of problems due to water logging.

Every year in the monsoon season, the area gets filled with water as the drainage system gets choked. We have requested the area committee many times, but the situation is still the same. The residents' lives have become miserable as many water - borne diseases have spread. All the houses are submerged, and we are facing a tough time.

Please consider the issue as serious and find a solution at the earliest.



Yours Sincerely

Raj

**Question28**

**You are Garima / Gaurav. Write a letter to your friend Sanjana / Sanjay, inviting her / him to your birthday party. Give details regarding the day, time, venue, etc. Add interesting details like theme, dress code, etc.**

**Answer:**

45, Jan Marg  
Delhi.

33, Khan Gali  
Delhi.

Date: 21 August 2018

Dear Sanjay

Hi! You are invited to my birthday party on 25th August. The party will be at Archie's Place, Nehru Park from 4:00 to 7:00 PM. As the party is based on 'Spiderman' theme, please wear a dress in red / black colour combination. It will be fun as I have arranged a Mask game, a 'Spidey' web game and a never - seen - before neon light and music show. I am very excited as I will wear the special Spidey costume designed by my sister. Please come as it will be good to have your company. Also, bring your brother Saurav. Waiting for your confirmation.

Gaurav

**Question 29**

**Write a letter to the editor on the topic exam stress.**

**Answer:**

[Your name]

[Street address- city and pin code]

[Date]

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[Recipient's name]  
[Street address- city and pin code]  
Subject- Exam stress among students  
Dear Sir/Madam,

From the esteem column of your newspaper I would like to bring your attention towards the exam stress among students. Stress refers to the mental state or emotional tension or strain which occurs due to demanding circumstances. Stress can be both positive and negative. During exam time a little stress can motivate someone to put to work. While other times much stress tend to make things out of hand.

Among students, stress is a common emotion when they are worried and feel under pressure. The pressure arising among students especially at the university level when they acquire for a degree. Sometimes students acquire so much of stress that they begin to feel isolated and sense of wellbeing is negatively affected. Sometimes it leads students towards depression, makes them irritable, experience anxiety and lose sleep.

In order to reduce stress among students, students must practice various mindfulness meditation. It helps the student to feel themselves and think upon their decision about what is effective and what is not. Students while studying must take mall breaks in between in order to reduce stress. Most importantly students must be made to believe in themselves through family and friends support. Parents should discuss with their child about their revision and help them by not putting unnecessary pressure or expectations upon them.

Regards,  
XYZ

### **Question30**

**Write a letter to the editor of the newspaper complaining against the menace of street dogs in your locality.**

**Answer:**

[Your name]  
[Street address- city and pin code]  
[Date]  
[Recipient's name]  
[Street address- city and pin code]

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Subject- The menace of street dogs in our locality.

Dear Sir/Madam,

I, Pratyaksh, a resident of sector 14, want to bring your kind attention towards the menace of street dogs in our locality.

Due to the number of street dogs, many people and especially children are facing problem in our locality. The dogs are in numbers and they form a group. They attack people in groups and makes it difficult even to step out of the house. Most of the time they run after the bicycles of children which causes them to speed up and results in an accident. Further, every night they bark which makes it difficult for people to sleep.

I would like to request you to look after this problem as soon a possible. To handle this issue I hope you will take absolute measures.

Your's faithfully,

Pratyaksh.

Date:

Place:

### **Question 31**

**A letter to the editor is not meant for the editor, really. The editor is just a medium between you and the readers. Generally, there are two kinds of readers - the public and the concerned authorities.**

#### **Answer:**

4/12, Shiv Pur,

Bhopal - MP - 223344

12 January 2015

The Editor

The Times of India

Bhopal - MP - 223323

**Subject - Alarming rate of Population in India**

**Sir/Madam**

Through the columns of your daily, I would like to draw the attention of the public and the concerned authorities to a burning issue that deserves utmost attention immediately. India has now the second largest population in the world, slightly less than the population of China that is three times bigger than India. With a gigantic 1.35 billion people, India's population growth is slowly but surely overtaking China's population while the same is falling in Pakistan and Bangladesh.

One of the most important causes of population rise is illiteracy. People in villages and slums believe that 'more children means more earning.' Another cause of rising population, sad to say, is religious beliefs. People are encouraged to have more children to achieve religious superiority in villages and cities alike. Another unfortunate cause of population explosion is unrefined political practices. In India politicians do nothing to bring down population with a view to swell their vote banks.

When the developing countries feel proud of the growth their safety, security, comfort, luxury and happiness, India can boast of its prime position in terms of population, the biggest army, the biggest economy, the biggest provider of laborers, etc. It is a matter of shame that 20% of India's population is working as well trained slaves in the Middle East, Europe and America. Although they bring foreign money and build bungalows with that money, it is the fruit of slavery. The world looks at India as the biggest producer of cheap labor. The need of the hour is collective action. We cannot explode the cities to bring down population, nor can the governments impose laws in a democratic country like India. All we can do is spreading awareness in villages, slums, suburban areas and in cities. Instead of spending millions of rupees on elections and international sports events, India should spend its money collected from the poor tax payers for the improvement of living-standards.

**Yours truly**  
**Amrita**

### **Question 32**

**A letter to the editor on topic "Presence of Bloodhound spreading terror in the countryside".**

**Answer:**

Baskerville Hall  
Near Grimpen Mire, Dartmoor  
13 March 1871  
The Editor  
London Times  
Rue Xalon - 34

**Subject: Presence of Bloodhound spreading terror in the countryside**

Sir/Madam

I would like to draw the attention of the authorities and of the local peasantry and foreign visitors to a grim matter of vital importance. I hope the readers will not take it as a work of fiction and ignore my warnings but the matter will be taken very seriously and the needful will be done.

On the fifth of December last year many peasants and some foreign tourists spotted an enormous dog of the bloodhound breed. It was reported by a local reporter that the hound was enormously large and could eat a calf. It was rumored by the peasants that the hound had terrible features and a pair of glittering eyes. After a week, a team of zoologists who happened to pass by the Grimpen Mire three miles from the Hall said that they spotted a calf-sized hound in the moor.

Though the hound's presence is still not proved by authorities, the terror is alarmingly on the rise. Majority of the inhabitants being unlettered peasants, rumors are spreading with added details rendering life a nightmare here. Foreign visitors should immediately be asked to avoid the roads touching Dartmoor before any confirmation of the presence of the hound is made. Peasants are the immediate victims of fear so they should be warned within no time. The most important measure to bring the situation under control is to make a thorough investigation to spill the bean and get the hound – if such is real – caught.

**Yours truly**

Mr. Frankland

### **Question 33**

#### **Format of business letter.**

#### **Answer:**

Starting
Dear Personnel Director, Dear Sir or Madam
Dear Mr, Mrs, Miss or Ms
Dear Frank
Quoting references
With reference to
Thank you for your letter of March 5 <sup>th</sup> .
Why you are writing this letter
I am writing to
Asking for something
Could you possibly ... ?
I would be grateful if you could ...
Accepting
I would be delighted to ...
Bad news
Unfortunately ...

I am afraid that ...
Enclosed documents
I am enclosing ...
Please find enclosed ...
Enclosed you will find ...
Adding comments
Thank you for your help
Please contact us again if
Appointments
I look forward to
End
Yours faithfully,
Yours sincerely,
Best wishes,
Best regards,

**Question34**

**Write a letter to the editor of The Times of India' complaining about the nuisance created by the use of loudspeakers. You are Peeyush Sharma, a resident of Sector 15, Vasundhara Enclave, New Delhi**

**Answer:**

Sector 15,  
Vasundhara Enclave  
New Delhi - 110096  
18th October, 2018  
The Editor  
The Times of India New Delhi

**Subject:** Regarding the indiscriminate use of loudspeakers

Dear Sir,

I would like to draw the kind attention of the concerned authorities towards the indiscriminate use of loudspeakers through the columns of your esteemed newspaper.

Now-a-days, the use of loudspeakers at religious places, political gatherings, marriages etc has become a very common sight. The organisers of these events do not bother to turn off the loudspeakers after the stipulated time. In a lot of cases, the use of loudspeakers continues till late in the night. This creates a lot of nuisance and disturbance for a lot of people especially students and senior citizens.

I would want the authorities to look into this matter and put stricter rules in

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place. They must ensure that the use of loudspeakers does not continue after the stipulated time is over. Their efforts in this regard would be much appreciated by one and all.

Yours truly (Sign)  
Peeyush Sharma

**Question35**

**Observe the following visual and write a letter to the editor of a local daily regarding the condition of bad roads in your locality**

**Answer:**

A-2/678 Sector 10  
Ashoka Enclave  
New Delhi - 110076  
28th November, 2018

**The Editor**  
**The Pioneer**  
**Bahadur Shah Zafar Marg**  
**New Delhi,**

**Subject** Regarding the bad condition of roads in our colony

Dear Sir

I would like to draw the kind attention of the concerned authorities towards the bad condition of roads in Ashoka Enclave through, the columns of your esteemed newspaper.

The roads are in bad condition with open pot holes, due to which the vehicles are not able to move freely. During the rainy season, water gets collected in these holes, due to which many accidents take place. The roads are broken due to indiscriminate digging of roads from time to time. The residents of our colony have suffered a lot in the past few months.

I would request the concerned authorities to look into this matter and take immediate action. They must ensure that the roads are safe and smooth for the easy movement of traffic and for the safety of the people. Their efforts in this regard would be much appreciated by one and all.

Yours truly (Sign)

Prakash Kumar

Resident of Ashoka Enclave

**Question36**

**You are Rohit Sharma, monitor of class VIII in SM Arya Public School, Faridabad. Write a letter to your Principal asking him to arrange for special coaching in Science. Give reasons why you need this.**

**Answer:**

5th January, 20XX

The Principal

SM Arya Public School

Faridabad-347690

**Subject** Regarding arranging special coaching classes in Science Sir

I am the monitor of class VIII 'A'. On behalf of my class I have to make a request. Our Science teacher was bed-ridden and was on leave for a month. Our half yearly exams are approaching and our syllabus is not yet complete. Now, if he tries to finish the course in a hurry, we shall not understand the lessons fully. We shall be highly obliged and thankful to you if you arrange extra coaching classes in Science so that we get enough time to practise and learn our lessons fully.

Kindly sanction the leave so that I do not fall short of attendance during Half Yearly Examination. I shall be obliged to you.

Thanking you

Yours obediently

(Sign)

Rohit Sharma

**Question37**

**You are Rohini Mittal, a student of Delhi Public School, Ghaziabad. Write an application to your Principal asking him to sanction you medical leave for 2 weeks. Give reasons, why you need the leave.**

**Answer:**

3rd September, 20XX



The Principal  
Delhi Public School  
Ghaziabad-127890

**Subject** Leave application

Sir,

I am a student of class VIII A, in your school. I am suffering from Dengue fever. For this reason I have been admitted to Action Balaji Hospital. I would like to apply for medical leave from 2nd September, 2014 to 16th September, 2014.

Thanking you

Yours obediently (Sign)

Rohini Mittal VIIIA

### Question38

**You are Sudhanshu Arora. You have passed out of DAV Public School, Rohtak. Write an application to your Principal, requesting him to issue you a character certificate as you need one for college admissions.**

### **Answer:**

3rd June, 20XX

The Principal DAV Public  
School Rohtak-110098

**Subject** Application for issuing of **Character  
Certificate** Sir,

I passed out of your school in the previous academic year (2013-14). I am pleased to inform you that I have passed with flying colors. I have secured admission in the prestigious college of Medical Sciences, Pune. Please issue me my Character Certificate as I have to submit the same by 10th June, 20XX, to complete the formalities of admissions in the Medical College.

I shall be highly obliged if you can do so at the earliest.

**For more Info Visit - [www. KITest.in](http://www.KITest.in)**

Thanking you

Yours obediently (Sign)

Sudhanshu Arora

**Question39**

**You are Shruti Dua, a student of Bosco Public School. You have been promoted to class VIII C, which is a Sanskrit section. You want to opt for French Language for which you will have to request for a change in section. Write an application to the Principal for the same.**

**Answer:**

4th October,

2018

The Principal

Bosco Public School Mandir Marg

Kolkata-230021

**Subject** Request for change over from Sanskrit section to French section Sir,

I am a student of your school and have been promoted to class VIII C, which is a Sanskrit section. I request you to please change my section to VIII B, which is a French Section. I am interested in learning French and I promise you that I will work hard in French and get good marks.

I request you to change my section at the earliest as the studies have commenced and I do not want to miss any class

Yours obediently (Sign)

Shruti Dua.

**Question40**

**Taking help from the information given below, write a letter to your younger brother advising him to give up the bad company in which he seems to have fallen.**

**Hints: Letter from the Principal Irregular in doing homework  
Friendship with decent and intelligent children.**

**Answer:**

19, Pushpanjali Enclave

Pitam Pura

New Delhi

16th July, 2018

**Dear Paul,**

We have received two letters from the Principal of your school, complaining about your irregularity in submitting home-work notebooks and indiscipline. You have scored low marks in your quarterly tests. Even in Science, which used to be your favourite subject, you have failed.

There was a call from your hostel warden too. He was complaining about your disinterest in studies. • Dear brother, I can't see your life being ruined like this. Our parents have high expectations from you. I hope you will try to mend your ways by avoiding bad company. We are always known by the company we keep. So, brother please be careful in selecting friends for yourself. Be in the company of good and intelligent children.

I hope you will take my advice seriously and work towards being an ideal student and an ideal human being. Looking forward to a favourable report from your Principal and hostel warden next month.

**Yours affectionately**

**Ishita**

**Question41**

**You are Rohit, residing at 56, Munirka Enclave, DDA Flats, and New Delhi. Write a letter to your friend Rahim, telling him about your new school. You can use the following.**

**Hints Infrastructure-Nice, airy, big classrooms, Furniture-comfortable, sufficient, attractive Playgrounds- big and grassy Education-able teachers, computer aided teaching, well equipped labs Emphasis on-over all development of the child.**

**Answer:**

56, Munirka Enclave,

DDA Flats New

Delhi-110067

14th May, 2018

**Dear Rahim,**

You will be glad to know that I have recently joined my new school in Vasant Vihar. The name of my school is Mother Mary Sr. Sec. School. The school has a very attractive building. The classrooms are beautifully constructed. They are big, airy and spacious. The furniture is comfortable and attractive. The surroundings are neat and full of greenery. Playgrounds are very big.

The teachers use the latest technology for explanation and for giving assignments. Emphasis is not on cramming but on being innovative.

Learning is fun and I look forward to going to school every day. Rapport between the teachers and children is also good. We are not scared of our teachers and corporal punishment is banned in our school. More emphasis is laid on the over-all development of the child.

With this kind of education, I look forward to fulfilling the goals that I have set for my future. I feel proud to be a student of Mother Mary School. I shall write more about my new school in my next letter.

**Your friend**

**Rohit**

**Question42**

**You are Meet. Write a letter to your friend asking him about his trip to Manali and also inviting him for your birthday party.**

**Answer:**

262 Lake View Apartments

South Extension

New Delhi-110096

13th June, 2018

**Dear Joy,**

How are you my friend? It has been some time since we met. How was your trip to Manali? Hope you enjoyed in the mountains. I received all the postcard is which you had sent me from there. Thanks a bunch! I loved each of them.

Hey! Guess what? My Aunt Meghna has organised an early birthday party for me and she has asked me to invite all my friends. You know very well that no party of mine is complete without you. So please be at my place this Sunday. The party doesn't start till 4, but do come early so, that we can go cycling. Bring Arun along with you too. Don't be late.

Hope your parents are all right. Give them my regards. And wish you all the best for your cricket match today. See you this Sunday.

**Your loving friend  
Meet**

**Question43**

**You are the Area Manager of your company. Write a letter to the Director of ICICI Bank- One of your valuable clients, for the payment of pending arrears towards your company.**

**Answer:** *A Complete KIT of Education*

Tata Consultancy Pvt. Ltd.

Seawood Estate

Navi Mumbai-983217

1st January, 2019

The Director ICICI Bank

Thane Mumbai-985643

**Subject** Payment of pending Arrears

**Dear Mr. Khanna,**

I have noticed that your bank (ICICI Bank) has arrears in payments pending toward our company, since the invoices have not been paid for the past 90

days.

In order to motivate our clients to settle their obligations before the due date, we have introduced a discount model where we'll give you 2 % waiver of the invoiced amount if you pay us within 7 days of receiving the invoice.

I hope that both you and your company are doing well. Since you are one of our most important clients, we appreciate your business. In case you have some questions; you can feel free to contact me at 011-27658765

**Yours faithfully (Sign)**

**Deepak Malhotra (Area Manager)**

# **Past Examination Questions**

**MAY - 2018**

## **Question1**

**Write circular addressing to the employees regarding office timings**

**Answer:**

(Circular No. XXI)

(12th June, 2008.)

**(Office Timings)**

For all employees

This is an official confirmation about the office timings that have to be followed strictly by all the employees. Being an outsourcing organization, we maintain a different pattern of work hours as compared to the normal. It is a sincere request to all employees to follow work timings as per the mentioned guidelines, catering to the US work time.

- ❖ Working hour 6 pm to 2 am.
- ❖ Saturday and Sunday off.
- ❖ Meal breaks from 9 pm, to 9.30 pm.

In case of emergency or any other exigency, kindly notify the respected

heads in advance.

**Simram Thalreja  
Manager.**

**Question2**

**Write a memo letter informing the employees of all branches about the suspension order of Mr. Z, cashier, on charge of misappropriation of fund of the same office.**

**Answer :**

**Samriddhi Bank Limited  
29 Kapasehra, Gurgaon, Haryana.**

**Interoffice Memo**

Date: 12 June, 2018

To : All Branch Managers

From: Mr. Naresh Kochar, General Manager.

Reference: 114/ LT

Subject: Appraisal of Cashier's Dismissal.

This is to inform you all that Mr. XYZ, Cashier of Samriddhi Bank, Vilas Nager Branch, has been suspended on charge of misappropriation of fund. All concerned are requested to abstain from transaction with him. The bank authorities will not be responsible for any sort of mishap.

**Nov - 2018**

**Question1**

**Write a circular addressing to the employees regarding re organization of manpower and their responsibility in finance department of the company.**

**Answer:**

**Subject:** Circular regarding re-organisation of manpower and their responsibility in finance department of the company.

Circular No. 1856 AB

19<sup>th</sup> December, 2017

**Re-organisation of Finance department**

**For more Info Visit - [www. KITest.in](http://www.KITest.in)**

For all employees,

This is official confirmation about re-organisation of manpower and re allocation of responsibilities in finance department of our company. Department should identify staff for re-organisation, as follow:

**Part - I**

- ❖ Where an activity/programe is no longer being carried out, the posts associated with that activity/programe should be deemed to be surplus, and available for re-organisation.
- ❖ Volunteer who are willing to redeploy should be sought from relevant grades in finaACe.
- ❖ Where there are insufficient volunteers, staff to be made available for re organisation should be identified in accordance with the policies of the company.

**Part - II**

- ❖ Moving work to a regional location (reallocation of staff at their regional places to improve efficiency and for better economy)
- ❖ Review Procedures (A steering committee will monitor your progress with a view to resolving individual problems.)

Vacant Post:

- i. Tax and Compliance Officer
- ii. Capital Budgeting Head
- iii. GST Trainer

**Nov – 2019**

**Question1**

**Write a letter to a bank requesting them to stop payment of a cheque which has been reported lost.**

**Answer:**

**Letter**

925 Sector B  
Rajeev Chowk  
New Delhi  
15th November 2019  
The Manager



Bank of Baroda  
New Delhi

**Subject:** Stoppage of Payment of Cheque

Dear Sir.

This is to inform you that cheque no. 20551 XXXX of DD Ltd. have been reported lost. I kindly request you to stop the payment of a cheque. As it may lead to misleading of the transaction related to this cheque so the money is not lost. And I request you to look into the matter and take necessary steps in stopping the payment of cheque.

Making for the best

Thanking you

Yours faithfully

XYZ

(Manager)

## **NOV - 2020 (CYCLE 1)**

### **Question1**

**Write a letter to an applicant informing him about the postponement of his**

**Interview date.**

**Answer:**

**Letter informing about the postponement of interview date**

**Sender's address**

**Date**

**Receiver's designation**

**Receiver's address**

**Subject** – Letter regarding the postponement of interview date

**Dear Mr. Bansal**

This letter is to inform you that the interview that was scheduled with Mr. Gupta, CEO, ABC Company, has been postponed. The interview was planned to take place on 1 Oct, 2020 but this has changed. The meeting has been postponed to 15 Oct, 2020. The venue and the timing of the interview meeting however remains the same.

It has been postponed due to some unavoidable circumstances. In case of any other queries, you can either revert to the same letter or drop in an e-mail on our official email id.

We apologize for the inconvenience caused.

**Thank you**

**Yours sincerely**

Name of Sender  
Designation of Sender

## **JAN - 2021 (CYCLE 2)**

### **Question 1**

**(a) Emotional barriers affect communication, discuss,**

**Answer:**

**Emotional Barriers:**

- a) Emotional barriers are mental walls that keep you from openly communicating your thought and feelings to others
- b) The emotion that we carry within us like anger fear of criticism, mistrust of a person, jealousy, anxiety our ability and quality

**c) Draft a circular to warn the employees of Packing Department not to participate in strike.**

### **Circular**

### **NOT TO PARTICIPATE IN STRIKE**

**Answer:**

**Date: 30-012021**

For all employee of packing department

This is to inform you all that no to participate in strike. If you do so it may lead to the bad reputation of our organization and its effects the production, sales good will of our organization, There may be impact on ABC.

Designation.

## **JULY - 2021**

### **Question 1**

**Write a letter to your landlord requested him to reduce rent in the light of 'Covid 19' Pandemic.**

**Answer:**

Tenant

4/23 Srinagar colony

26<sup>th</sup> July 2021

Landlord

4/23 Srinagar colony

Mumbai - 001

Dear sir,

Subject: Request for reduction of rent.

As you are aware the present Covid – 19 corona virus pandemic situation has created economic crisis across the globe in many countries our country is also going through period. The inflation rate is raising the prices of commodities are going up.

The company where I am employed is also facing business crises: the turnover has gone down. Hence my employer has reduced my salary by 50% monthly. As my income has gone down due to salary reduction and the expenses have gone to inflation. My savings are quite less to pay rent fully. I feel embarrassed; I have no other option but to request you for a rent reduction.

Therefore, I will would like to kindly you to allow a reduction of rent as mentioned above I would be grateful to you for kind consideration of my request and the help during these troubled times.

Thanking you

Yours faithfully

Tenant

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