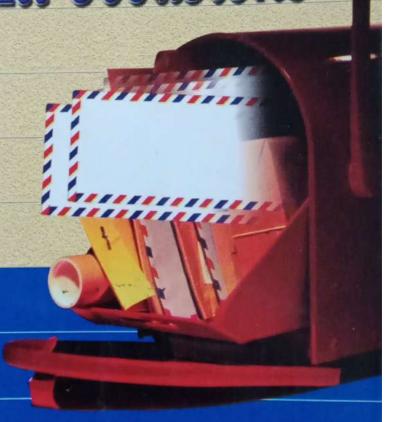


The Essential Handbook of

Letters for All Occasions



Madan Sood

GOODWILL PUBLISHING HOUSE ®

CONTENTS

Pref	ace	(V)
BUSINESS LETTERS		1
1.	Essentials of a Good Business Letter	1
2.	Parts of a Business Letter	3
3.	Commercial Abbreviations	7
4.	Avoid the use of Certain Phrases	19
5.	Words Commonly Misused	21
6.	Commercial Terms	25
7.	Business Letters	38
A.	PLACING AND CANCELLATION OF ORDERS,	38
	SUPPLIES AND EXECUTION	38
1.	Letter for placing an order.	40
2.	Letter requesting for discount.	41
3.	Letter requesting immediate shipment.	42
4.	Placing an order from an individual to a firm.	43
5.	Cancelling an order. Letter from a retailer to a supplier requesting	10
6.	details about goods	44
7.	Money back guarantee request.	45
8.	Letter to remind that the goods have not been received.	46
9.	Declining to respond to a letter for bid.	47
10.	- · · · · · · · · · · · · · · · · · · ·	48
В.	ADJUSTMENTS/COMPLAINTS ABOUT BILLING	49
11.	Billing Error.	49
12.		50
13.		51
14	Lawver's bill.	52

	5. Complaint about bad service.	53
	a plaint about bad goods.	55
	7. No response to enquiry.	56
	8. Price increase.	57
	9. Positive response to the customer's call for adjustment	
1.	in the bill.	58
20		
	in the bill.	59
C.	LETTERS REGARDING PAYMENT	60
21	. Moderate reminder.	60
22	. Casual reminder for payment.	62
23	Discussion appeal.	63
24	Stronger reminder.	64
25.		
	(Payment is enclosed.)	65
26.		66
27.		67
28.		68
29.		69
30.	Payment stopped on cheque because of defective goods.	70
31.	Refusal to make payment.	71
D.	LETTERS REGARDING CLAIMS AND THEIR	
	SETTLEMENT	73
32.	Letter from the Insurance Co. regarding error in claim.	73
33.	Letter regarding automobile insurance claim.	75
34.	Letter to the Insurance Co. regarding fire claim.	76
35.	Letter to the Insurance Co. regarding indequate claim settlement.	78
6.	To an insurance company filing a claim regarding theft.	80
7.	Letter to the Insurance Company notifying death.	81
8.	To the Insurance Company asking for general information.	82
9.	Letter from the Insurance Company. (Reply to above.)	83
0.	Letter regarding insurance of goods to be sent by road	84

41.	Letter for prior inspection of goods.	85
E.	COMPLAINTS AND LEGAL MATTERS	86
42.	Request for a new sales person.	86
43.	Letter about complaint of wrong delivery.	87
44.	Letter intimating changes in new catalogue.	88
45.	Letter regarding rejection of goods.	89
46.	Purchase offer.	90
47.	Legal letter regarding contract assignment.	91
48.	Letter regarding Non-disclosure Agreement.	92
49.	Letter regarding termination of contract.	93
F.	BIDS OR QUOTES	94
50.	Announcement of bids.	94
51.	Bid's acceptance	96
52.	Letter regarding revision in the bid.	97
53.	Letter regarding the rejection of a bid.	98
54.	Letter to a final bidder to revise his bid and offer the	
	best price.	99
G.	ADVERTISEMENTS	100
55.	Advertisement for General Manager in an international chain of hotels	100
56.	Advertisement seeking investments.	101
57.	Advertisement inviting tenders.	102
58.	Advertisement requiring Transporters.	103
59.	Advertisement for admission in Hotel Management Course.	104
60	Advertisement for the recruitment of Sales Officers	105
	Advertisement for the post of Salesmen.	106
	Advertisement for the post of Teachers.	107
SO	CIAL LETTERS	108
	THE FORMS OF SOCIAL LETTERS	108

	FFICIAL LETTERS	115
0	LETTERS OF WARNINGS/APOLOGY/ACTION— LETTERS OF WARNINGS/APOLOGY/ACTION— LETTERS OF WARNINGS/APOLOGY/ACTION—	
A.		115
	amployee additist his bad attracts.	115
1	the of anology from an employee is the	
2		116
3.	the an employee against his habit of reaching office	44-
٥.	late.	117
4.	About smoking in office.	118
5.	Letter of reply to a warning letter.	119
6.	Letter of apology to the employer regarding excessive sick	120
	leave.	
7.	Letter from an employee to his employer apologising for the	121
	delay in submitting an important report. Apology from an employee for missing an important	
8.		122
_	meeting. Letter giving notice of termination to an employee.	123
9.		104
B.	LETTERS OF COMPLAINTS	124
10.	Complaint about excessive telephone bill.	124
11.	Reply to the above letter of complaint from SDO.	125
12.	A letter regarding excessive electricity bill.	126
13.	A letter to the Dy Commissioner of Municipal Corporation	127
	complaining against the bad condition of your locality.	128
14.		129
15.	Reply to the complaint letter.	130
16.	Complaint regarding food adulteration.	131
17.	Complaint about the TV which is not working properly.	132
18.	Complaint against poor quality of food on train.	133
19.	Complaint regarding unfair marking in the examination.	134
20.	Reply to the complaint regarding unfair marking.	135
21.	Complaint against water shortage.	136
22.	Reply to the complaint about water problem.	137
23.	Letter about fleecing of tourists.	101
24.	Reply to the letter of complaint regarding fleecing of tourists.	139

25	and the late delivery of mail	140
26	. Letter to the Superintendent of police about law and order.	141
C.	FAMILY CORRESPONDENCE	142
27.	A letter from a grandmother to her granddaughter, telling her about her youth and family life.	142
28.		143
29.	A letter from a son to his father about an incident in which he used his presence of mind to save innocent lives.	145
30.		146
31.	A letter from a brother to his sister dissuading her from going astray.	147
32.		148
33.		
	newspapers.	149
34.		150
35.	A letter to a friend who congratulated you as you recently became a millionaire.	151
36.	A letter to a friend discussing the advantages and disadvantages of urban life.	152
37.	A letter to a friend describing the advantages and disadvantages of rural life.	153
38.	A letter to a friend who failed to accept defeat with a sportsman's spirit.	155
39.	A letter to a friend who did not play fairly during a match.	156
40.	A letter to a friend persuading him to play outdoor games.	157
41.	A letter from a mother to her son asking him to work hard for the ensuing examinations.	159
12.	A letter from a father to his son giving him a piece of advice about the ill-effects of drugs.	160
	A letter from a father to his son describing the poor financial condition of the household and suggesting austerity measures.	161
14.	A letter from a son to his father asking for bifurcation of family property.	162

45	5. A letter from a mother to her daughter informing her about the family affairs.	164
46	. A notice from a husband to his wife asking for divorce on	
	account of tantrums at home.	165
47		166
48	. A horrible dream.	167
D.	APPLICATIONS FOR APPOINTMENTS	168
49.	An application for the post of Production Manager.	168
50.	An application for the post of an Accounts Clerk.	170
51.	An application for the post of a Medical Representative.	171
52.	Application for the post of a Typist Clerk.	172
53.	Application for the post of a Counter Salesgirl.	173
54.	Application for the post of a lady Telephone Operator.	174
55.	Application for the post of a Food Technologist.	175
56.	Application for the post of a Stenotypist.	176
57.	Application for the post of Manager in bulk drugs section.	177
58.	Application for the post of Private Secretary.	178
59.	Application for the post of a Sales Organiser.	179
60.	Application for the post of a Trading Manager.	180
61.	Letter taking up a reference.	181
62.	A favourable reply to the above.	182
63.	A letter of recommendation.	183
64.	A testimonial.	184
35.	Letter of thanks to a reference.	185
66.	Letter inviting for an interview.	186
67.	Letter confirming attendance for interview.	187
88.	An appointment letter.	188
69.	Letter accepting the appointment.	189
70.	Letter declining an employment.	190
7.1	BANKING CORRESPONDENCE	191
71.	Request for an overdraft or loan.	191
72.	Grant of a loan by the bank.	192
73.	Refusal of a loan by the bank	100

74.	Letter from a bank to a prospective client.	194
75.	Request for transferring the account to another bank.	195
76.	Request for a locker.	196
77.	Complaint against dishonouring a cheque.	197
78.	Letter to a bank to open a Current Account.	198
79.	Letter requesting to stop payment of a cheque.	199
80.	Letter to bank claiming balance in the account of a deceased customer.	200
81.	Reply to the claimant for transferring the balance of the deceased customer to his account.	201
82.	Letter reporting the loss of a locker key.	202
83.		203
84.	Letter to a customer regarding maintaining minimum balance in the account.	204
85.		205
F.	TRAVEL TOURS AND HOTELS	206
86.	Enquiry about fares, etc.	206
87.	Letter requesting hotel reservation.	207
88.	Letter inquiring about hotel accommodation.	208
89.	Reply to the above.	209
90.	Another letter seeking hotel reservation.	210
91.	Reply to the above.	211
92.	Letter to a travel agent for arranging a business trip.	212
93.	Letter for chartering a tourist bus.	213
94.	Letter about a seminar facility in a hotel.	214
G.	LETTERS TO THE EDITOR	215
95.	About the pollution created by a smoke-emitting factory near a residential area.	215
96.	About reckless driving.	216
97.	About the nuisance of begging in streets and trains.	217
98.		218
99.	Regarding the deplorable condition of your locality.	219

100	Stressing the importance of N.C.C. training in schools and colleges.	220
101	Highlighting the scarcity of drinking water.	222
102.	Regarding inconvenience caused to the general public due to strikes.	223
103.	Protesting against the opening of a wine shop near your locality.	225
104.	Highlighting the interference of politicians in public appointments and transfers.	227
105.	Stressing the need for introducing moral education in schools.	229
106.	You come to know that your country has won the Miss Universe Contest. Write a letter to the Editor of a magazine 'Sunday', expressing your views on the	004
	futility of such contests.	231
107.	Requesting for starting a new feature.	232
108.	A letter to the Editor describing the poor law and order situation around the globe.	234
109.	A letter to the Editor of a newspaper describing an urgent need for a library in the town.	236
110.	A letter to the Editor of a newspaper describing how obscene the newspaper has become over the years.	237
111.	A letter to the Editor describing the chaotic conditions in the city due to excessive traffic and suggesting some solutions.	239
112	A letter to the Editor of a reputed magazine supporting	
112.	the anti-terrorism campaign of the magazine.	241