



# English: First Additional Language

## NQF 2

# Write to inform: Letters

## Module 7

# Overview

- Formal letters
  - The structure of formal letters
  - The language pillars of clear and correct formal letters
  - Letters of complaint
    - Read a letter of complaint; Write a letter of complaint; Reply to a letter of complaint
  - Letters of enquiry and response to an enquiry
    - Read a letter of enquiry and a reply to an enquiry; Write a letter of enquiry; Reply to a letter of enquiry

# Overview (continued)

- Language pillars:
  - Register
  - Literal and figurative language
  - Concord
  - Compound sentences
  - Conjunctions
  - Conjunctions and concord
  - Collective nouns and concord
  - Abbreviations
  - Examination instruction words

# Formal letters

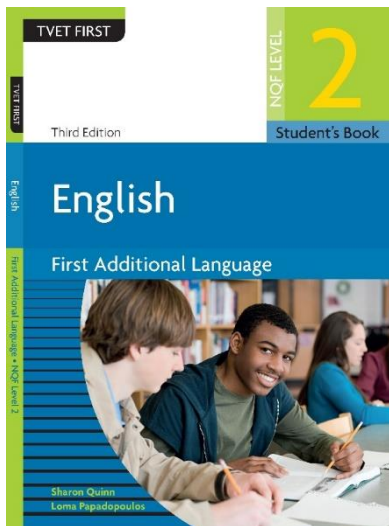
## *Description*

- are set out using a standard layout
- use polite, business-like language
- contain content and language which is simple, clear and correct



# Structure of formal letters





# Learning activity 7.1

## Module 7

Test your understanding of the layout of formal letters. Complete Learning activity 7.1 on page 102 of your *Student's Book*.

# Language pillars of formal letters

## Register

Formal

Appropriate

No slang or colloquial language

Polite and factual

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# Concord, Conjunctions and Abbreviations

## *Concord*

means that a verb must always agree with the subject of a sentence. If a subject is singular, the verb must be singular.

If the subject is plural, the verb must be plural.

## *Language Tip*



**Singular**  
means one



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**Plural**  
means more than one

# Concord, Conjunctions and Abbreviations (continued)

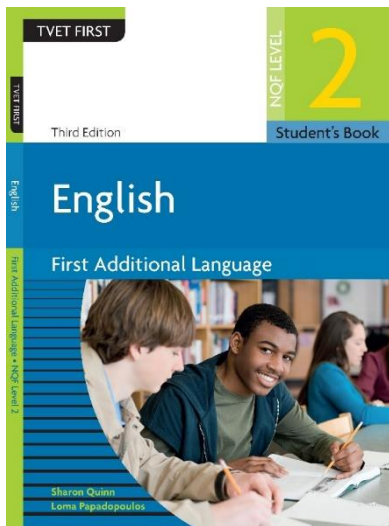
## *Conjunctions*

join words, sentences and ideas.

## *Abbreviations*

are short forms of longer words or expressions.

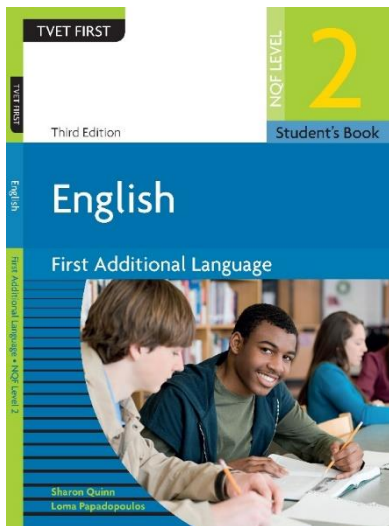
For example, *fab* is the shortened form of *fabulous*.



# Learning activity 7.2

## Module 7

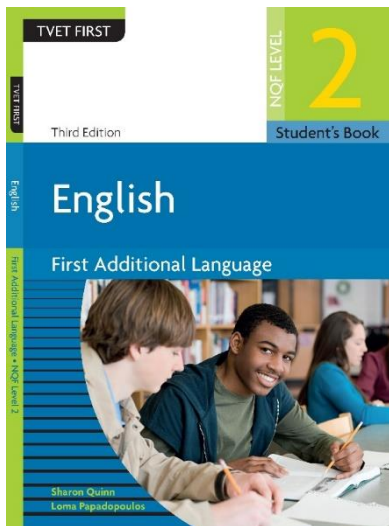
Can you use concord correctly? Complete Learning Activity 7.2 on page 104 of your *Student's Book*.



# Learning activity 7.3

## Module 7

Can you join sentences correctly? Complete Learning Activity 7.3 on page 104 of your *Student's Book*.



# Learning activity 7.4

## Module 7

Can you use abbreviations correctly? Complete Learning Activity 7.4 on page 105 of your *Student's Book*.

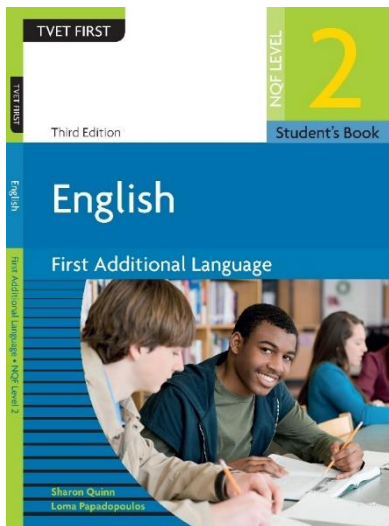
# Different types of formal letters

## Letters of complaint

- The best way to get the service or the products we have paid for is to write a carefully worded letter of complaint.
- Keep calm and write a letter of complaint!

# Tips for writing effective letters of complaint

- Letters of complaint must be:
  - Concise
  - Comprehensive
  - Constructive
  - Factual
  - Friendly

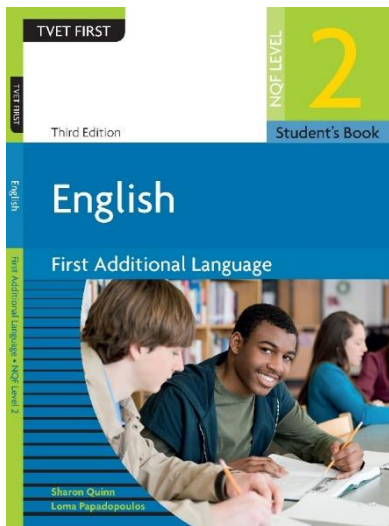


# Learning activity 7.5

## Module 7

Read and answer questions on a letter of complaint by completing Learning activity 7.5 on page 108 of your *Student's Book*.





# Learning activity 7.6

## Module 7

Write a letter of complaint. Refer to the instructions and apply the writing process. Complete Learning activity 7.6 on page 108 of your *Student's Book*.

# Reply to a letter of complaint

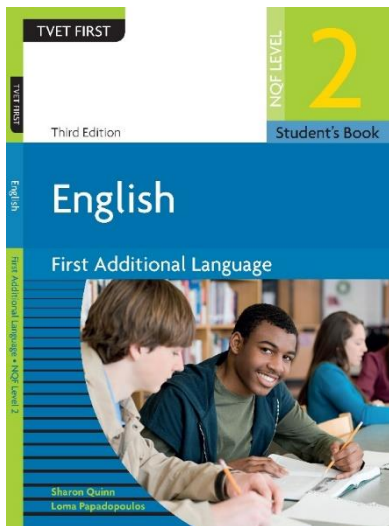


# Reply to a letter of complaint

## Guidelines when writing in response to a complaint

- | Investigate the complaint
- | Reply directly to the complainant
- | Apologise if the complaint is justified
- | Address each point of complaint
- | Explain what happened
- | Maintain goodwill. Be polite and professional.

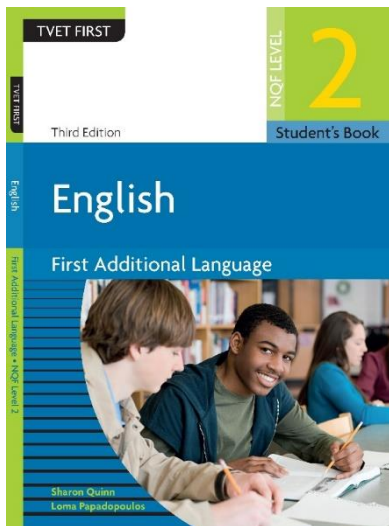
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# Learning activity 7.7

## Module 7

Read and discuss a letter written in response to a letter of complaint. Complete Learning activity 7.7 on page 112 of your *Student's Book*.



# Learning activity 7.8

## Module 7

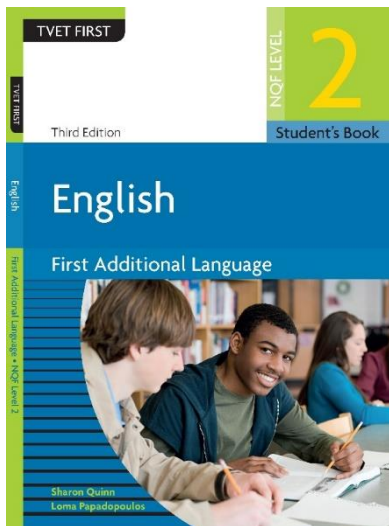
Write a letter of reply to a complaint. Complete Learning activity 7.8 on page 112 of your *Student's Book*.

# Different types of formal letters

**Letter of enquiry**

**Letter in response to an enquiry**

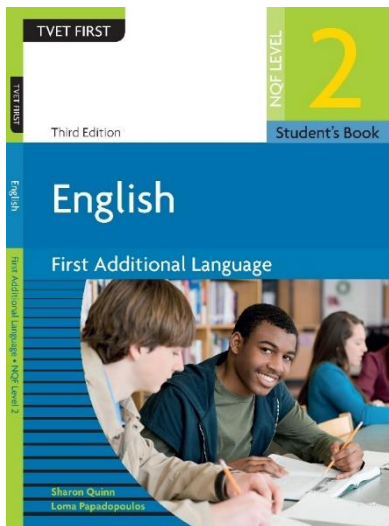
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# Learning activity 7.9

## Module 7

Write a letter of enquiry. Complete Learning activity 7.9 on page 115 of your *Student's Book*.



# Learning activity 7.10

## Module 7

Write a letter in reply to an enquiry. Complete Learning activity 7.10 on page 115 of your *Student's Book*.



# VIDEO: Write to inform (letters)



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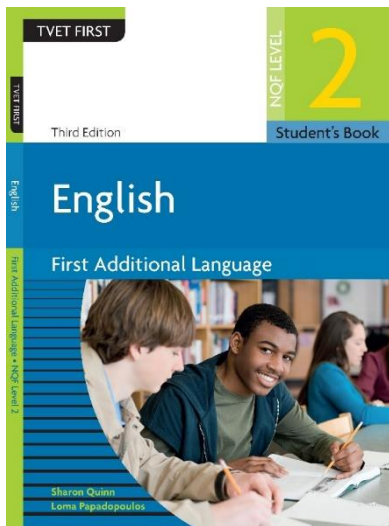
# Summary of Module 7

## Formal letters:

- are set out using a standard layout
- use polite, business-like language
- contain content and language that is simple, clear and correct.

## Different types of formal letters:

- In a **letter of enquiry**, the writer asks for specific information from a person or an organisation.
- In a **reply to an enquiry**, the writer answers specific questions.
- In a **letter of complaint**, writers explain why they are unhappy with goods or services and provide details about what is wrong. The best letters of complaint are assertive but polite.
- In a **reply to a letter of complaint**, the writer explains the result of an investigation into a specific complaint and offers solutions.



# Formative assessment

## Module 7

Test your knowledge of Module 7 by completing the Formative assessment on page 116 of your *Student's Book*.



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