



O'level

Foundation

Week 30

The Write Tribe

SITUATIONAL WRITING: FORMAL LETTERS



Different types of situational writing

Formal letter

Informal letter

Report

Speech

Brochure

Can you identify which is which?

Exercise 1:

1. Sally Lim is writing a letter to her sister Fiona Lim about her travel experience to Hong Kong.

2. During Teacher's day, Joshua Yong, a student, has been specially selected to say a few words of gratitude on stage to the school teachers.

3. Cherry's camera was snatched away from her as she walked down the alleyway of Queen Street. She has to explain the details thoroughly to the police.

4. Goswami wants to apply for a job as a salesperson in Uniqlo after seeing an advertisement in the newspaper.

5. Michael, the editor of the local newspaper is interested to announce the latest gadget from Microsoft. The product is called the Personal Phone and contains the following conveniences :
- 3 mm thick and credit card size
 - state of the art 5 way conference



Language : How do we write effectively for different situations?

Because the context for each situational writing is different, the language will be shaped according to the receiver's need. For example, writing a letter to the president requires a formal tone as compared to writing to your friend; writing to publicise an event for your school is different from reporting an accident for the police. Why?

C.A.P.T.O.R

You should use CAPTOR to plan your writing :

- 1.Context (what is going on?)
- 2.Audience (who is it for?)
- 3.Purpose (Why?)
- 4.Type (what kind of writing would you write?)
- 5.Out of Bound (What should you only put in, what should you not say?)
- 6.Register (what kind of words would you choose?)

Exercise 2:

Look at the situation below and plan your writing.

You have finished a week's course, A Volunteer Work with a Charity, during the holidays with your class which your school kindly sponsored. This was how it went for your class : “We did exceedingly well in our volunteer work with a local charity. Our class learnt how to empathise with the disadvantaged, and learnt valuable lessons on helping others. The holiday was a timely season for charity work.” As the class chairperson, **write a letter to the principal**, on behalf of the class, **to thank him, to inform him of how the course went, including any achievements that your class made.** Write the formal letter **in an appreciative and polite tone.** You should also include **why the other option was not chosen.** The letter should be set out in an appropriate format. Your essay should be between 250-350 words.



Let's use **C.A.P.T.O.R** to break it down

1. Context (what is going on?) I am involved in...

2. Audience (who is it for?) I am writing to...

3. Purpose (Why?) The purpose is to....

4. Type (what kind of writing would you write?) I will choose...

5. Out of Bound (What should you only put in, what should you not say?)
I will include....

I will not include...

6. Register (what kind of words would you choose?) I will be...



Blk 123
Toa Payoh Road
#04-122
Singapore 238123

← Your address

← Date

18 March 2011

← Name and position of person you are writing to

Mr Lee Kim Hong
Manager
Singapore Furniture Company
15 Newton Road
Singapore 128379

← The address of the person you are writing to

Dear Sir,

Re: Application for post of Sales Executive

← Subject of your letter

I am writing...

...
...
...
...
...
...

← The body - have proper paragraphs!

I look forward to your favourable reply.

Thank you.

← Always end with a "Thank you"

Yours faithfully,

James

James Tan Meng Meng

← Signature and your full name below

- Leave a line after each paragraph.
- Paragraphs should all start from the left.
- Below are the suggested structures for formal letters of different purposes.
- If you are writing to somebody as representative of an organisation, include the name of YOUR organisation before the sender's address and also YOUR position/ status in the company at the END after your name.
- Use **Yours sincerely** if you know the recipient's name eg Dear Mr Tan
- Use **Yours faithfully** if you don't know the recipient's name

Types of formal letters

| Type of letter | Opening | Closing |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Application | I am writing in response to your advertisement dated 5th June 2011 and would like to apply for the post of manager in your company. | I sincerely hope that you will consider my application. I await your favourable reply. Thank you. |
| Complaint | I am a resident of the Toa Payoh estate and I am writing in to complain about... | I seriously hope that you would look into the complaints that I have raised and remedy the situation as soon as possible. Thank you. |
| Invitation | On behalf of the school, we would like to invite you to our Annual Speech and Prize Giving Day to be held on Sat 15th in the school hall. | We sincerely hope that you will accept our invitation and we look forward to your presence on that day. Thank you. |

Phrases for Writing a Formal Letter

Dear Sir/Madam, Dear Mr/Mrs (surname)



Beginnings

With reference to our telephone conversation yesterday (about)

Thank you for your email regarding

I am writing on behalf of

I am writing to draw your attention to



Making a request

I would appreciate if you could

I would be most grateful if you would

Would you be so kind and

I was wondering if you could



Apologising

We apologise for any inconvenience caused

Please accept our sincere apologies



Complaining

I am writing to express my dissatisfaction with

I find it most unsatisfactory that

I'd like to complain about



Endings

I look forward to hearing from you

If you require any further information, please don't hesitate to contact me

Please feel free to contact me if you have further questions



Signing off

Yours sincerely (Dear + name)

Yours faithfully (Dear Sir/Madam)



Formal letter: Application

Blk 321
Yio Chu Kang Ave 3
#05-324
S'pore 762321

17 March 2021

Mr. Ah Chong Lee
Manager
Uniqlo (Ang Mo Kio Branch)
13 Queen St
S'pore 123267

Dear Mr. Ah Chong Lee,

Re: Application for post of Cashier

I am writing in response to your advertisement published in The New Paper on 10th March 2021 for the position of Cashier at Uniqlo (Ang Mo Kio Branch), I hereby enclose my resume for your review and consideration.

I have obtained an O'Level certificate in 2019. Additionally, I have 2 years experience working as a cashier. I believe my qualifications and experience are a very good fit for your referenced position. My responsibilities in my previous job included managing transactions with customers using cash registers, scanning goods and ensuring the accuracy of prices and collecting payments whether in cash or credit. Furthermore, I have passion towards serving people which makes me an excellent candidate for this position.

I appreciate your time going through my resume. I sincerely hope you will consider my application. I am happy to demonstrate my skills in an interview. I await your favourable reply.

Thank you.

Yours sincerely,
James Tan

