

**LESSON 15. FORMING AND COMPOSING  
FORMAL AND INFORMAL LETTERS.  
COMPOSING RESUMES (CVS).**

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- *1. Work in pairs and discuss the following questions.*
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- What categories of letters do you know?
- What is the difference between formal and informal letters?



- Letters are a form of verbal and written communication, which contains information or message, send by one party to another, to convey the message. It is sent by one party to another, to provide certain important information. There are two types of letters, i.e. formal letters and informal letters. The **formal letter** is written for business or professional purposes with a specific objective in mind. It uses simple language, that can be easy to read and interpret.
- On the contrary, **informal letters** are written to friends and relative for personal communication and uses a casual or an emotional tone.



BASIS FOR COMPARISON	FORMAL LETTER	INFORMAL LETTER
<b>Meaning</b>	A letter written in formal language, in the stipulated format, for official purpose.	A letter written in an friendly manner, to someone you are familiar with, is called informal letter.
<b>Objective</b>	Professional Communication	Personal Communication
<b>Format</b>	Written in prescribed format only.	No prescribed format.
<b>Written in</b>	First person - Business letters, third person - others.	First, second or third person.
<b>Written to</b>	Business, college/institute, employer, organizations, etc.	Friends, family, acquaintances etc.
<b>Voice</b>	Passive	Active
<b>Sentences</b>	Long and complex	Short and simple
<b>Size</b>	Concise	Large or concise
<b>Contractions and Abbreviations</b>	Avoided	Used

## Formal

Dear Sir or Madam

I am writing with regard to...

I would like to invite you...

I would like to request...

Please deliver the parcel to...

I would like to suggest that...

I am / we are / did not

Therefore / However

I look forward to hearing from you.

Yours faithfully

## Informal

Dear Mala / Hi Mala

I'm writing about...

Why don't you come to ...

Do you have...?

It would be great if you could send it to...

I think you should...

I'm / we're / didn't

So / Anyway

Hope to hear from you soon!

Best wishes / See you soon

*beginning*

*purpose*

*inviting*

*requesting*

*instruction*

*suggesting*

*contractions*

*linking*

*closing*

*ending*



2. *Read the following extracts and guess which of them are formal and informal.*

- Dear Mr Miller,

I received your kind invitation to the reception. Unfortunately, owing to other commitments, I will be unable to attend...

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- Dear Ralph,

I just got your invitation to the company's event. I'm afraid I can't make it because I've already made plans which I can't change...

- ...thus, I recommend that you accept this advice on the matter. I am sure that the suggestion offered is the best solution. Please let me know if this was helpful.

Yours sincerely,

Lee Jones

- ...I would appreciate a reply at your earliest convenience. I look forward to meeting you to discuss employment opportunities.

Yours faithfully,

Nicole Porter



# Style in formal and informal letters

Formal letters	Informal letters
<p><b>Greeting:</b> Dear Sir/Madam / Mr Dobbins,</p> <ul style="list-style-type: none"> <li>• impersonal style</li> <li>• complex sentence structure – frequent use of Passive Voice – single word verbs – non-colloquial English – formal language</li> <li>• each paragraph develops one specific topic</li> <li>• only facts, infrequent use of descriptive adjectives</li> <li>• no use of short forms</li> </ul> <p><b>Name:</b> Yours faithfully/Yours sincerely, Steven Hill</p>	<p><b>Greeting:</b> Dear Julie,</p> <ul style="list-style-type: none"> <li>• personal, short, zappy style</li> <li>• use of slang or colloquial English – use of idioms/phrasal verbs</li> <li>• pronouns are often omitted</li> <li>• chatty, wide use of descriptive adjectives</li> <li>• use of short forms</li> </ul> <p><b>Name:</b> Best wishes / Love / Yours / Regards, Steve</p>

## 1 Put an F for formal and an I for informal language. Give reasons.

- |  |       |  |       |
|--|-------|--|-------|
| 1 In reply to your query about ...   | ..... | 11 Pop in for a chat some time soon ...                                      | ..... |
| 2 I trust that this is the information you require ...                     | ..... | 12 You've been very helpful ...  | ..... |
| 3 Hope this information helps you ...                                      | ..... | 13 Well, I must leave now ...  | ..... |
| 4 I would like to express my dissatisfaction with the item I purchased ... | ..... | 14 By the way, I've got to tell you ...                                      | ..... |
| 5 I'm afraid I won't be able to make it on Friday ...                      | ..... | 15 I regret to inform you that ...   | ..... |
| 6 Why don't you come and visit us ...                                      | ..... | 16 It is with great happiness that I congratulate you on your engagement ... | ..... |
| 7 I'm looking forward to hearing from you ...                              | ..... | 17 Please accept my sincere apology ...                                      | ..... |
| 8 I look forward to meeting you.   | ..... | 18 Write back soon!  | ..... |
| 9 I am writing with regard to the advertisement ...                        | ..... | 19 Keep in touch.  | ..... |
| 10 How about getting together next Friday instead?                         | ..... | 20 You are cordially invited to attend ...                                   | ..... |

# E-MAIL LETTER

To:

Subject:

Insert:  Attachments  Office docs  Photos  From Bing  Emoticons

Tahoma  10  **B** *I* U             

Dear Mr. Blankenship:

The invoice we received yesterday. From your office was dated February 25. This date is incorrect, the date should read February 28, attached is the original invoice with the incorrect date. Please correct the date and resend the invoice. We will be able to send the funds promptly. By the end of the day.

Sincerely,

Isabelle



- What is invoice?



Cambridge  
Dictionary

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- a list of things provided or work done together with their cost, for payment at a later time:

*Invoices must be submitted by the 24th of every month.*

## INVOICE COVER LETTER

Date: \_\_\_\_\_, 20\_\_

From

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Re: Invoice No. \_\_\_\_\_

To Whom This May Concern,

Enclosed is an invoice for \_\_\_\_\_. Please send payment for the full amount by \_\_\_\_\_, 20\_\_ in order to avoid any late fees or charges.

If you have any questions about the invoice, please feel free to contact us by telephone at \_\_\_\_\_ or by e-mail at \_\_\_\_\_.

We appreciate your business and hope to work with you again in the near-future.

Sincerely,

\_\_\_\_\_

Title/Position \_\_\_\_\_

- **What to Include In a Student Resume**

- First things first, let's talk about which sections to use on a student resume.

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- The essential sections for a student resume are:

- **Contact Information.**

- **Resume Objective**

- **Education**

- **Work Experience (if you have any)**

- **Skills**

- If you don't have much work experience, you can also use the following optional sections to stand out:
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- **Projects**

- **Volunteering**

- **Awards and Qualifications**

- **Hobbies and Interests**

- **Languages**



- **Must have information:**

- **First Name, Last Name - Gavkhar Tojieva**

- **Phone Number - +998900010268**

- **Email address - gavhar\_1979@mail.ru**

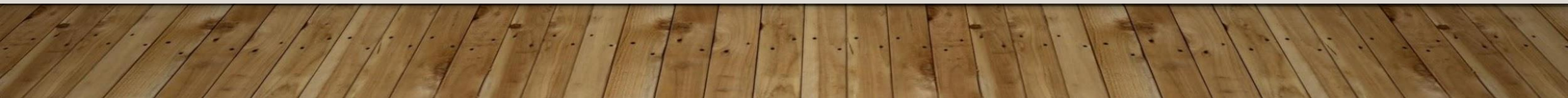
- **Location - Tashkent, Uzbekistan**

- **Optional information:**

- **Title** - Your professional title. If you don't have a lot of experience, feel free to insert the position you're applying for or your current position - e.g. Business Graduate

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- **LinkedIn URL** - Do you have an up-to-date LinkedIn profile? Mention it in your contact info! Sure, it's not a game-changer on it's own, but a good LinkedIn profile shows the recruiter that you're serious about your career.
- **Social Media** - Do you have a published portfolio online? For developers, this could be your GitHub, for designers - your Behance or Dribbble, and so on.
- **Website / Blog** - Do you have some form of online presence that's relevant to your job? Let's say you're applying for a job as a content writer, and you have a personal blog where you review tech products. You want to include a link to show off your writing skills.



- **What NOT to include:**

- **Date of Birth** - The HR manager doesn't need to know how old you are. Unless it was specifically requested in the job ad (e.g. bartender), keep your age off your resume.

- **Unprofessional Email Address** - List your professional email address (e.g. first name + last name), not whatever you made in grade school ([jackisabigboy@gmail.com](mailto:jackisabigboy@gmail.com)).

- Full details about CV: <https://novoresume.com/career-blog/student-resume>



# Michelle Evans | A-Level Student

Location: Bristol

Telephone: 01234 567 890

Email: michelleevans@madeup.com

## Professional Profile

'A passionate and innovative young professional with an exemplary academic record and a passion to progress within the pharmaceuticals industry'

Has achieved excellent grades at GCSE level English, Mathematics and Science, coupled with an active involvement in student mentorship and the maintenance of the school environment. Passionate about pharmaceuticals having recently undertaken Interim Foundation Pharmacist Programme. A reliable team member with a personable nature and positive communication style, experienced in collaborating with team members while working part time in a pharmaceutical setting. Committed to continuous learning and professional development.

## Core Skills

- ❖ Customer Services
- ❖ Listening and Communication
- ❖ Student Mentorship
- ❖ Integrated Care Systems (ICS)
- ❖ Team Collaboration
- ❖ Pharmacy Operations

## Education & Qualifications

### A Levels

#### Biology

- Biological molecules, Cells, Organisms, Genetics, evolution and ecosystems.

#### Chemistry

- Physical chemistry, Inorganic chemistry, Organic chemistry.

#### English Literature

- English Language, Literature in English, Writing, Poetry and Prose.

*Colston Girls School (Present)*

### GCSEs

#### X10 Including English and Mathematics (Grades 6-7)

*John Cabot School (2018)*

## Professional Development

### Programme

#### Interim Foundation Pharmacist Programme

*Blackwell Legal Education Services (2019)*

GPhC Registration Assessment

Decision Making in Complex Clinical Environments

Critical Appraisal and Medicines Information

Working with the Wider Multidisciplinary Team in Integrated Care Systems (ICS)

Leadership in Practice

## Work Experience

### Dec 2019 – Present

#### Assistant Pharmacist, Part Time Haywood Pharmacy

#### Outline

Offer support to 3 pharmacy staff to ensure the accurate dispensary of prescription medication; report to the Pharmacy Manager.

#### Main Responsibilities

- Process prescriptions requiring the use of the cash desk and till, as well as the delivery of effective customer services when managing customers.
- Count tablets and measure specific liquid quantities, prepare labels for medicines, and assist with the management of dispensary stock and the accurate maintenance of audit records.
- Assist with the checking and processing of prescriptions, the dispensary and correct use of medication, and the careful handling of all pharmacy documentation.

## Additional Information

### IT Skills:

Microsoft Office including Word, Excel, PowerPoint and Access

## References are available on request