# Additional Formal Letters (Business)

**English (Language & Literature)**
**Class X**

## Sample Formal Letter : Placing An Order

On behalf of the President of the Resident Welfare Association (RWA) of your area/society, write a letter to the Bharat Rainwater Harvesters Private Limited, 1 Okhla Industrial Estate, Delhi, placing an order for setting up the rainwater harvesting equipment in your society. The company has already given a demonstration of the equipment and the RWA has already passed the resolution for the purchase and installation of the equipment from the said company.

**In your letter you should**

- refer to the successful demonstration of the functioning of the rainwater harvesting equipment
- place an order for the purchase, installation and one year post-sale service of the equipment
- find out how the company would like to accept the payment for the equipment and installation work

Office of the Resident Welfare Association
Great India Apartments
Sector 6, Dwarka
Delhi-110 075

04 August 2024

Sales and Marketing Manager (North)
Bharat Rainwater Harvesters Private Limited
1 Okhla Industrial Estate
Delhi-110 020

Dear Sir

Subject: Order for Bharat Rainwater Harvesting System 1442 for Our Society

This has reference to your demonstration of the working of Bharat Rainwater Harvesting System 1442 for cooperative housing societies held at our society on Sunday, 30 July 2024.

On behalf of the RWA, I am very pleased to place an order for the said rainwater harvesting system for our society. As agreed in our discussion, your company will provide one year post-sales service and maintenance, and train the society staff and a few selected members in the proper care and maintenance of the equipment.

Kindly let me know the exact time your company requires to install and successfully run the system.

I am enclosing a cheque of Rupees Two Lakhs only as an advance payment for the system. Do please let me know how the company would like to accept the balance payment which will be made only after the successful installation and trial of the system.

Thank you.

Yours sincerely
Sandeep Aneja
(President, RWA)

***A letter placing an order*** *does just that – formally places an order with a manufacturer, dealer, seller, supplier or service provider.*

*It conveys exact details of what is being ordered – name of the product or service, its code or number, model number, unit price, discount if any, quantity or number of items ordered and the total value of all the goods/ services ordered.*

*Also, it provides details like the advance payment, if any, mode of payment of the balance amount, place and manner of delivery, information about guarantee/warranty and any other necessary terms and conditions.*

*Use a formal but polite tone while writing your letter. Follow other conventions of a formal letter as usual.*

## Sample Formal Letter : Placing An Order

Write a letter to the Managing Director of M/s. Garchasons Knit Line, Ludhiana placing an order for 1000 pieces of woollen sweaters that you wish to donate on the occasion of your birthday.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- give details of the order *(e.g. number of sweaters, their colours, size, neck shape and with sleeves/without sleeves )*
- say where and by when you would like to receive the shipment and how you would like to pay

2 Remsons Boulevard
Andheri East
Mumbai (Maharashtra)

12 December 2024

Managing Director
M/s. Garchasons Knit Line
Shanker Road, Guru Vihar Extension
Ludhiana –141 007 (Punjab)

Dear Sir

Subject: Order for 1000 Pieces of Sweaters of Different Sizes Made of Daffodil Yarn in Assorted Colours

My name is Greysham D'Souza. I am a social worker and a philanthropist working for the slum in Mumbai.

I need 1000 pieces of V-neck sweaters with regular sleeves made of daffodil yarn in sizes 24 to 42 (about fifty pieces of each size in assorted colours). 500 pieces are needed for women and 500 pieces are needed for men.

I would like to place a formal order with your company based on the samples you have sent me.

I am enclosing a cheque of rupees ten thousand only as advance payment for my order. Kindly let me know how much time will it take for you to process and dispatch my order and how you would like to accept the balance payment.

Looking forward to hearing from you.

Yours sincerely
Greysham D'Souza

## Formal Letter : Placing an Order

You are Rajesh Reddy, the Purchase Officer of the NGO SAS (Service Above Self), Z-56, Nirman Vihar, Joseph De Silva Avenue, Panaji, Goa. On behalf of the NGO, write a letter in not more than 120 words to the Sales Manager of M/s. Med-World Private Limited, 2205, Lower Parel, Mumbai, Maharashtra, to place an order for sanitizers, nitrile gloves, infra-red thermometers, PPT kits and surgical masks for the organisation.

**In your letter you should**

- specify the quantity, brand, size etc. of the listed items
- mention by when and where you need them to be delivered
- say how much advance you are paying and how you wish to pay the balance
- ask for only good quality products approved by Central Drugs Standard Control Organisation (CDSCO)

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## Additional Practice Task

As the Procurement Manager of the hotel Noor-e-Chashm, Srinagar, Jammu and Kashmir, write a letter to the Marketing and Sales Manager, Shubh Mangal Wedding Supplies and Logistics (SCO 22, Sector 9, Chandigarh) to place an order for banquet furniture for a wedding event in your hotel scheduled to be held in a month's time. Insist on getting good quality items only.

**In your letter you should**

- specify the items and their quantities that you need *(e.g. banquet tables, chairs, sofas, centre tables, table cloths and carpets etc.)*
- mention the date and the venue for the delivery of the items
- say how much advance payment you are making and how you would like to make the balance payment

## Formal Letter : Placing an Order

Your school has to make its education programme as much inclusive as possible. Ramps for orthopedically challenged students have already been made as a part of this project. Now, the school needs some wheelchairs. On behalf of the Principal of your school, write a letter to the President of an NGO "*Together We Can*" that manufactures and markets wheelchairs, to place an order for 10 wheelchairs.

**In your letter you should**

- describe your requirement of wheelchairs – number and type (manually pulled or powered)
- say by when the school would like the wheelchairs delivered at its campus
- find out details of the guarantee/warranty on the wheelchairs and mode of payment the NGO will accept

## Additional Practice Task

Your grandfather/grandmother has a problem of snoring at night that disturbs his/her as well as others' sleep. Write a letter to the Marketing Manager of M/s. My Snoring Solutions P.O. Box 1, San Francisco, USA placing an order for 2 pieces of the anti-snoring strap as shown in the picture below.

**In your letter you should**

- refer to the product name and code and place an order for two pieces
- ask the supplier to courier the straps to your address
- give details of the online payment you have made
- say you would like to avail the 90 day money-back guarantee offer

## Formal Letter : Placing An Order

Write a letter to Mr. Hari Om Shastri, Managing Director of M/s. Excel Gifts & Novelties, B-12 Flatted Factories Complex, Jhandewalan, New Delhi-110055, placing an order for some table calendars and pen stands that your school needs as souvenirs for its Silver Jubilee Celebrations.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- give details of the order *(e.g. number of table calendars and pen stands, their size, style and code number etc. )*
- say where and by when the school would like to receive the shipment and how it would like to pay

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## Additional Practice Task

Write a letter to Ms. Devinder Randhawa of Hi-Tech Nurseries, 10 Circle Road, Chennai placing an order for some saplings for a tree plantation drive your school plans to organise.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- give details of the order – e.g. number of saplings and their different species *(ferns, flowers, hedges and fruit trees)*
- say where and by when the school would like to receive the shipment and how it would like to pay

## Sample Formal Letter : Making A Complaint (Business)

Last month, Sumit Gangola's father had got a phone bill in which the payment of a previous bill was not accounted for. In spite of a formal complaint, the company has not rectified the bill. On behalf of Amit Gangola, write a letter to the Customer Care Manager of the company pointing out the error and demanding a rectification.

**In your letter you should**

- give customer details – customer ID, mobile phone number and name of the home town/city
- describe the error in the bill and say how it has remained unresolved
- seek an immediate solution to the error

36 Saffron Enclave
Sri Ganganagar–335001
Rajasthan

4th April 2024

Bhartiya Tel Company Limited
K-21 Moonlight Avenue
Jaipur–302001
Rajasthan

Dear Sir

Subject: Complaint Regarding a Faulty Bill for the Post-paid Mobile Number 99152-xx694

My name is Amit Gangola and I am a post-paid mobile phone customer of your company. I use the phone number 99152xx694 and my customer ID is P-99569100.

On 16 March 2024, I got a bill bearing number 38992341 for Indian Rupees 3437/- which showed an arrear of Rupees 2037/- as the unpaid bill for the month of January 2024. The 'unpaid' bill had already been paid by me on 20 February, 2024 through a bank transfer bearing transaction number 87976321911 (Your receipt number BT-234-549812-09).

I immediately took up the matter with the company's online customer care service executive but the problem could not be resolved. Now, I have got a notice threatening to discontinue the services to my number for non-payment of bill.

Can I request you to please investigate the matter and account for the payment made by me? Meanwhile, please ensure that services on my number continue uninterrupted.

Looking forward to an early resolution of my complaint.

Yours sincerely
Amit Gangola

## Sample Formal Letter : Making A Complaint (Business)

You are P. Kanan, the Quality Control Manager of Shanmugham Tyres Private Limited, Chennai Road, Madurai, Tamil Nadu. Write a letter in about 120 words to the Vice President, Customer Care, MRF Tyres Private Limited, Chennai, complaining about the wrong supply of car tyres to you.

**In your letter you should**

- refer to your order number and its date
- say what is wrong with the supply *(e.g. you had ordered 14" radial tyres but have been supplied 15" tyres)*
- ask the company to send you the correct supply as per the order and to make arrangements for the return of the wrong supply

Shanmugham Tyres Private Limited
Chennai Road
Madurai
Tamil Nadu

8th March 2024

The Vice President (Customer Care)
MRF Tyres Private Limited
Chennai

Dear Sir

Subject: Complaint Regarding the Wrong Supply of Tyres against Order Number 236954 dated 15 February 2024

Please, refer to our order number 236954 dated 15th February 2024 for the supply of 100 pieces of MRF ZVTS 185/60R15 tyres and 100 pieces of MRF Zapper FS 52 H (Front wheel) tyres.

We received the order today and on inspection found that the contents are not what we had ordered. We have received 100 pieces of ZLX-TL 155/70R14 tyres and 100 pieces of MRF Zapper FS 52 H (Rear wheel) tyres.

May we request you to kindly arrange to pick up the wrong consignment from our showroom and send us the goods we ordered at the earliest since our business is suffering tremendously on account of this wrong supply from you?

Looking forward to hearing from you.

Yours sincerely
P. Kanan
(Quality Control Manager, Shanmugham Tyres Private Limited)

Enclosure: A copy of our original order and a copy of your order despatch slip.

## Formal Letter : Making a Complaint (Business)

Write a letter to the Customer Care Manager of Myra Jewels Private Limited, an online jewellery store complaining against a defective necklace that you have received from the company.

**In your letter you should say**

- what kind of necklace you had ordered and what you have got *(give date and number of the order and item code)*
- what the defect in the necklace is *(e.g. its clasp is broken)*
- what you would like the company to do *(repair/replacement of the article or refund of money)*
- how you would like the company to collect the defective item from you

## Additional Practice Task

You are Vidhi Soni, the Managing Director of Soni Beauty Salons India Private Limited. Write a letter in about 120 words to complain to the Customer Care Manager of M/s Urban AC and Refrigeration Services India Private Limited against the faulty service and repairs of air conditioners in your salon at Preet Vihar, Vikas Marg, Delhi.

**In your letter you should**

- mention the date and time of the service carried out in the said salon and say how many air conditioners were serviced and/or repaired
- explain why you feel the work carried out was not satisfactory *(e.g. the cooling is not adequate or there is leakage of water or there is unexplained noise in some of the units)*
- say how you would like to be compensated for the deficient/faulty service

## Sample Formal Letter : Making An Enquiry

Your school is keen on getting solar power in order to do its bit to save the environment by switching over to renewable sources of energy. On behalf of the Principal of your school, write a letter to the Marketing Manager of M/s. Newlite Energy Solutions Private Limited, A-215, Sector-83, Phase 2, Noida-201 305, Uttar Pradesh to enquire about the installation of solar panels in your school.

**In your letter you should**

- express the school's interest in the solar power and give estimated power requirements in kilowatts
- find out how much will the solar panels cost per kilowatt of energy
- enquire about the time it will take to install the solar panels
- request the company to send a technical team for inspection/survey

Rishikul World Academy
Devru Road
Sonepat (Haryana)
Telephone:+91-130-2233074 /2234074
E-mail:rwasonepat@gmail.com

26 February 2024

The Marketing Manager
M/s. Newlite Energy Solutions Private Limited
A-215, Sector-83, Phase 2
Noida- 201 305 (Uttar Pradesh)

Dear Madam

Subject: Enquiry About the Installation of Solar Power Panels in the School

My name is Oorja Dhankad and I am the Student Pupil Leader of Rishikul World Academy, a newly built school. I am writing on behalf of the school principal to inquire about the installation of solar power panels in our school.

As part of our responsibility to conserving energy and the environment, the management of the school has decided to install solar panels to generate electricity enough to meet all the requirements of the school.

I am writing to find out how much the solar panels will cost per kilowatt and how long it will take your company to install solar panels that can generate 200 KV of clean, green solar energy.

Can you please send a team of your engineers to our school as soon as possible so that they can check the energy requirements of the school and design and provide the best possible solution?

Looking forward to hearing from you soon.

Thank you!

Yours faithfully
Oorja Dhankad
(President, Students' Council)

***A letter of enquiry*** *is a formal letter written for the purpose of making an enquiry about an event, a product, a service, a business opportunity, or a possibility (e.g. of admission to an institution or participation in a programme)*

*Before you sit down to write a letter of inquiry, be clear about what you want to enquire about – prices and mode of payment, availability of products or services, details of an event etc.*

*Next, find out the name and designation of the most appropriate person to whom you can direct your inquiry.*

*While writing the body, adopt a formal, straight-forward but polite tone.*

*Introduce yourself and clearly state the purpose of your writing. Show interest in the services/products/facilities/ programmes of the person/ organization you are writing to.*

*Wrap up the body of the letter by seeking an early and detailed reply to your inquiry.*

*Follow all the other conventions of a formal letter.*

## Sample Formal Letter : Making An Enquiry

As the Marketing Head of Brajindra Book Company, 21 Chhoti Market, Model Town, Karnal, Haryana write a letter in not more than 120 words to the Manager (Banquets and Events), Hotel Noormahal, Sector 32, National Highway 1, Karnal–132001, Haryana enquiring about the availability of a conference hall for a teacher training and awards ceremony that your company wishes to organise.

**In your letter you should**

- introduce yourself and specify your requirement *(mention the date, time and purpose of the event)*
- find out whether the hotel facility for the event is available and if yes, what the hotel will charge for snacks, drinking water, tea and a vegetarian lunch for 200 people
- enquire also about the PA address system and flower decoration for the event

Brajindra Book Company
21 Chhoti Market
Model Town
Karnal–132001 (Haryana)

7th June 2024

The Manager (Banquets and Events)
Hotel Noormahal
Sector 32
National Highway 1, GT Road
Karnal–132001 (Haryana)

Dear Sir

Subject: Enquiry about an Education Event of 200 Guests

I would like to introduce my company as one of the leading publishers of books in the city. We need a conference hall for a teacher training and awards ceremony programme for about 200 guests. This event is schedule for 30th June 2024 between 10 am and 2 pm.

Does the hotel have a suitable conference hall for the event on the said date? If yes, what will be your best quote for the event that will include drinking water, tea, snacks and a vegetarian lunch for 200 guests?

Also, do please let me know if the PA system and flower decoration are included in the quote or will be charged extra?

Looking forward to hearing from you at the earliest.

Kind regards.

Yours sincerely
Gurpreet Singh Kalra
(Marketing Head, Brajindra Book Company)

## Formal Letter : Making an Enquiry

On behalf of Chak De India Sports Private Limited write a letter in about 120 words to JAL Sports Equipments Private Limited, Football Roundabout, Jalandhar City, Punjab enquiring about the supply of sports equipment for your store.

**In your letter you should**

- briefly introduce yourself and describe your requirement *(mention the different pieces of sports equipment and their quantities)*
- enquire if the company can supply your order within a fortnight
- ask for best prices and say how you would like the goods to be transported to you
- find out about the mode of payment the company accepts

## Additional Practice Task

You are Manav Sobti, the managing director of Sobti Tours and Travels, 2, Fountain Roundabout, Civil Lines, Ludhiana. Write a letter in about 120 words to M/s Goyal Hyundai, GT Road, Ludhiana, enquiring about the supply of 10 white Hyundai Aura sedan cars which your company needs immediately as taxis.

**In your letter you should**

- describe your need of 10 white Aura sedan cars
- say by when you need the supply and how you propose to pay *(e.g. bank loan or any other method)* and ask for the best deal
- enquire if the dealer will be able to supply the cars immediately

## Additional Practice Tasks

**1.** You wish to install solar energy panels at your home and you have shortlisted the panels manufactured by Luminous Power Technologies Private Limited 150, Sector 44, Gurgaon, Haryana. Write a letter to the sales manager of the company placing an order for 4 pieces of their poly crystalline solar panels of 250 Watts and 24 Volts.

**In your letter, you should**

- introduce yourself and state the purpose of your writing
- place an order for 4 pieces of the selected panel
- ask for free installation
- say you will make payment in cash on delivery and installation

**2.** Write a letter to M/s Exquisite Jewellers, 1, Gold Souk, Karol Bagh, New Delhi placing an order for some 22k gold jewellery.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- place an order for some jewellery *(e.g. rings, ear-tops, bangles, chains etc.)*
- specify the weight, design, product code and number of items you wish to buy
- find out by when you can collect your order and say how you would like to pay

**3.** You are Munish Aggarwal, the proprietor of M/s Aggarwal Kitchen Store, 2, Khari Boali, Vadodara, Gujarat. Write a letter in about 120 words to place an order with M/s Pride Kitchens India Private Limited, 1056, Ajmer Road, Jaipur, Rajasthan, for the following items: bone china dinner sets (code 379) – 50 sets, bone china tea sets (code 266) – 75 sets, crystal tumblers (code 999) – 100 sets and stainless steel spoons (code 243) – 80 sets.

**In your letter you should**

- place the order by listing the items
- find out by when you can expect to receive the supply
- say how much advance you are paying and how you intend to pay the balance

**4.** Write a letter to M/s Science Equipment Suppliers, 37 Mahesh Puram, Ambala, Haryana placing an order for 20 microscopes for your school.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- place the order and include details like the total price, taxes security etc.
- seek a discount on the total amount
- say where you would like them to be delivered

**5.** Your father/mother has to travel long distances for work. Quite often he/she has to sleep on board trains and planes. In order to help him/her catch a good night's sleep, you wish to gift him/her a set of eye-pad, neck and head rest, ear plugs and a light-weight blanket.

Write a letter to the Direct Sales Manager of M/s Deep Sleep Inc. 7, Nariman Point, Mumbai, Maharashtra placing an order for these items.

**6.** Under the "*Compost Banao, Compost Apnao*" (Make Compost, Switch to Compost) Campaign of the *Swachh Bharat Mission*, the Resident Welfare Association (RWA) of your area/society has

received a government grant for the purchase of a compost making machine. On behalf of the President of the RWA, write a letter to M/s. Excel Industries Limited, 184-87, S.V. Road, Jogeshwari (West), Mumbai – 400 102, placing an order for their OWC 130 Bio-Waste Converter Machine.

**In your letter you should**

- refer to the product and its number and express an interest in purchasing it
- place an order for the machine and find out the approximate time for delivery and installation
- inquire how the company would like to be paid for the machine and its accessories – part payment from the grant and the remaining to be paid by the association

**7.** Your school is going to observe a National Integration week next month for which a lot of national flags, caps, badges and wrist bands are required. On behalf of the Principal of your school, write a letter to M/s Bharat National Flag Manufacturers Private Limited, Pakha Road, New Delhi, placing the order for the goods.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- order all the articles – flags, badges, caps, wrist bands (quantities, sizes, materials etc.)
- say how the school would like to pay for the goods ordered – online transfer, cheque, demand draft or cash on delivery
- mention by when and where you would like to have the goods delivered

**8.** On the occasion of the National Integration Week, your school is to honour 25 students for their exemplary work in promoting national integration. Each student will get a plaque, a sash and a book. The selection committee has selected Dr APJ Abdul Kalam's autobiography "Wings of Fire" as the prize. On behalf of the Principal of the school, place an order with M/s. Universities Press Private Limited, 3-6-747/1/A and 3-6-754/1, Himayatnagar, Hyderabad, Telangana-500029 for 25 paperback copies.

**In your letter you should**

- write the exact title and author's name of the book and say why you need the books
- place an order for 25 paperback copies and say how you would like them to be delivered – parcel or courier
- say how much money you are sending by cheque as an advance
- ask for special discount on the books and say how you will pay the balance on delivery of the books

**9.** *'Access for All'* is a start up company that manufactures and installs toilets ramps, railings and special signs to make school campuses truly inclusive for children with special needs.

For and on behalf of the Principal of your school, place an order with the company for the installation of ramps, railings and audio-visual signs in your school.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- place the order for a few ramps, railings and AV signs
- find out how much time the work will take
- inquire how the school can pay

**10.** A marriage palace near your home is a source of a lot of noise and light pollution that interferes with the residents' right to peaceful sleep.

Write a letter to the owner of the marriage palace complaining against the nuisance the palace causes, how it affects the local residents and what you would like him to do to address the problem.

**11.** Your family recently bought a solar water purifier but it is not working properly. Three times you have called the customer care helpline requesting for a visit by a service engineer to look into the matter but you have got no response. On behalf of your mother, write a letter to the Customer Care Manager of Helios Aqua Purifiers, 2, Industrial Area B, Ludhiana complaining against the company's failure to send an engineer to repair the faulty water purifier.

**In your letter you should**

- give details of the water purifier – model number, date of purchase and invoice number
- describe the problem in its functioning
- say how your complaints have evoked no response from the company's helpline
- say what further action you would like to take if the problem is not rectified within a week

**12.** Write a letter to the Sales Manager, Mriga Books Private Limited, 2, Darya Ganj, Delhi-110006 to enquire about the availability of the book "The Diary of a Young Girl" by Anne Frank.

**In your letter you should**

- introduce yourself and state the purpose of your writing
- say how many copies of the book you need and by when
- find out the price, discount, mode of delivery and mode of payment the company accepts

**13.** You are Dolma Wangchuk, an event manager in Leh. Your address is 2, Ladhakh Market, Leh-Manali Road, Leh. Write a letter to M/s Haldiram India Private Limited, 24 the Mall, Manali to enquire about the supply of 150 gift hampers as return gifts for a birthday party of one of your clients.

**In your letter you should**

- introduce yourself and specify your requirement of 150 birthday return gift hampers
- enquire about the price and contents of a single hamper
- find out how and by when they will reach you and how you can make the payment