

**MINISTRY OF EDUCATION AND TRAINING  
TAY DO UNIVERSITY**

**Faculty of English Linguistics and Literature**



**ENGLISH BUSINESS WRITING  
(WRITING 4)**

**Compiled by: PhanTh Minh Uyên**

**2016**

## **ACKNOWLEDGEMENTS**

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## Preface

Writing 4 is a course book for a writing course which is given to the second year English Majors in Literature and Linguistics Faculty at Tay Do University. This book will be used as a textbook for English major students since 2016.

From my experienced teaching writing, I have found that Tay Do students need to have a textbook which contains real life situation tasks which have been related to social business writing.

This book consists of five units. Each unit contains modeled examples followed by exercises and tasks which help students gradually improve their writing skills. Students are expected to create their own pieces of creative writing by working in pairs, in groups and on their own, from the first unit to the final one.

The emphasis of this book is on creative language, on creative structures and on creative task writing as can be seen, for example in the section on writing some creative personal and business letters. Creative thinking of writing doesn't come naturally to everyone. That is why the early part of the material is intended to help develop creativity and getting ideas from the theory. The textbook is a material on writing, and therefore teaches all writing skills ranging from sentence completion to paragraph writing in a letter.

These skills are practiced in the context of letter writing and business reports, but most rules governing these are not ignored. On the other hand, writing skill is to build on those skills learned earlier. Syntax is not taught directly, but is checked when each task is assessed. There is some deviation from regular syntax since students' writing needs to use special structure forms in order to create its special effects, for example the one-sentence paragraph and the one-word sentence. The aims of this course are to make writing in English easier and convenient, to introduce and practice some useful kinds of writing, to help students improve their writing skills.

I hope that this course will help students fulfill a complete work, develop use of vocabulary, write creatively. It is expected that all students feel useful for studying situation and after graduation as well, they can make a good job application and a curriculum vitae.

## HOW TO WRITE A LETTER

The differences between **business letter** and **personal letter** are described below.

A business letter refers to a formal written letter where business related issues and information are exchanged with the suppliers, customers, banks, insurance companies and other external parties of the organization. On the other hand, personal letter is written for exchanging personal or family affairs with family members, relatives, friends, lovers, teachers, students etc.

1. **Nature:** Business letter or commercial letter it is impersonal and universal in nature. Personal letter it fully personal in nature.
2. **Purpose:** Business letter is exchanging various business related issues and information. Personal letter is exchanging personal or family related affairs and information.
3. **Scope:** Business letter scope is wide and contains various types of business information. Personal letter scope is limited and contains only personal information.
4. **Structure:** Business letter follow officially recognized structure. Personal letter does not follow any recognized structure.
5. **Formality:** Business letter it maintains formal rules and procedure. Personal letter it is informal.
6. **Size:** Business letter generally it is concise in size and avoids irrelevant matter. Personal letter it may be concise or large in size.
7. **Types:** Business letter it can be categorized differently. Personal letter generally it cannot be categorized.
8. **Salutation:** Business letter salutation is sir, dear sir, dear Mr. x etc. Personal letter salutation is Dear friends, my dear x, dear x etc.
9. **Language:** Business letter language should be easy and simple. Personal letter language may easy, poetic, emotional etc.
10. **Copy:** Business letter copy of business letter is preserved. Personal letter copy of personal letter may not be preserved.
11. **Method:** Business letter it uses direct and persuasive method. Personal letter it uses only direct method

## Unit One: Personal letters

### Objectives

*By the end of this unit, students will be able to recognize what personal letter is, and how to distinguish between personal letter and business letter. Moreover, students must do some exercises to apply for the theory.*

**Look at the pattern and write your personal letter to a friend you know.**

[Your Street Address]

[Your City]/[Your Postcode/ country (if the recipient is a foreigner]

[Month, Day, Year]

[Name of recipient]

[Street Address]/[City]/[Postcode]

Dear Sir/ Madame,

[Decide on your familiarity with the person and either use their first name or “Mr, Mrs, Miss” etc. followed by their surname],

[Your personal message to the person – complaint, inquiry; congratulation; invitation; condolences, apologies; confirmation, etc]

Yours sincerely,

[Your written Signature]

[Your Name]

**Look at these samples and decide what kind of each is?**

**Sample 1** What's kind of this letter?

Dear Khanh,

Congratulations on moving on to your next venture. I know you've been looking to move back out West for some time, and I'm glad that a position opened up for you that is a great next step in your career.

We'll miss you here in the office, but we wish you all the best.

Good luck for a smooth transition, and success in your new position.

Sincerely,

Minh

**Sample 2** What's kind of this letter?

Dear Kim,

I was thrilled to hear about your new job with the Coca-Cola Company. I know it's been a long search to find the right position, but it seems like this is going to be a good match for your skills and experience.

I'm looking forward to hearing all about it soon!

Fond Regards,

Linh

**Sample 3** What's kind of this letter?

Dear KhanhHuy,

We would like to invite you to the coming birthday party of our son ThienAnh as he is celebrating his first birthday. The said party will be on November 27, 2015 at KinhKieu 4 just along HoaBinh Avenue. All kids are expected to wear their beautiful fancy dress. We will be delighted with your presence in this party together with your family. We will be arranging transportation for all the guests for your convenience in going to the venue of the said party promptly.

It is a great honor for us to see you at the party and please do confirm your attendance before the party in the given number so that we will arrange the service accordingly.

Best regards,

Mr. and Mrs. Thien Long

**EXERCISES**

**Exercise 1: Sentences building**

Dear Mr Brown,

1. I be happy / get / letter / offer job / your company.

.....

2. You / not tell / when / want me / start work / for you.

.....

3. My present employer / expect me / stay him / end month.

.....

4. We think / about buy / house / the office.

.....

5. My wife / be anxious / find / good school / children / attend.

.....

6. She worry / not be able / continue / study / same subjects.

.....

7. Let hope / problems / not take / long solve.

.....

8. I look forward / start work / you.

.....

Your sincerely,

John Smith

**Exercise 2: Sentences building**



Dear Mr Johnson,

1. A friend / mine / recently / return / England / advise me / write / you.

.....

2. I / hope / come / England / next year / spend / some months / Cambridge.

.....

3. Perhaps / recommend / suitable English family / me stay.

.....

4. While / I / there / take / part-time course / improve / my English.

.....

5. Be / part-time course / your college?

.....

6. If / be / I / be grateful / you send / application form.

.....

7. Please / tell / much / fees / course / be.

.....

8. I / like / know / date / course / begin.

.....

Yours sincerely,

Giovanni Bianchi

**Exercise 3: Sentences building**

Dear Sir,

1. I / very surprised / letter / I receive / you this morning.

.....

2. In it / say / I not pay / book / send / one month ago.

.....

3. You say / I / send / money immediately.

.....

4. In fact / I return / book / you / same day / receive.

.....

5. I not return / because / not want.

.....

6. But because / book / be / poor condition / several torn pages.

.....

7. I send / letter / that time / ask you / send / perfect copy / same book.

.....

8. I hope / you do that and / not have / write / you again / this matter.

.....

Yours faithfully,

Samuel Johnson

**Exercise 4: Sentences building**

Dear Bill,

1. I / expect / you be surprise / get / letter / me.

.....

2. As / can see / address above / I be / hospital.

.....

3. Last Wednesday / I have / accident / when I drive / work.

.....

4. Child / run out / front / my car / and I / have / stop / sudden / that / car behind / crash / me.

.....

5. Luckily / I wear / seatbelt / so I / not injured badly / although / have / stay / here / next Friday.

.....

6. It be / very boring / I be pleased / see / if you / have / spare time.

.....

7. Visiting hours / be / 7.00 to 9.00 / evening.

.....

8. I hope / able / come.

.....

Give my regards to your family.

Yours,

John

**Exercise 5: Sentences building**

Dear Mrs. Brown

1. I write / tell / how much I enjoy / few hours I spend / you and your family yesterday evening.

.....  
2. I be / England since / beginning / October and this be / first invitation to dinner / English family.

.....  
3. I find / conversation most interesting and I be glad / practice / English.

.....  
4. I also like / congratulate you / excellent cooking.

.....  
5. I be very grateful / all / helpful information you give me / courses / English.

.....  
6. I hope / find / suitable school / next few days.

.....  
7. You give / best wishes / husband and children?

.....  
8. Thank you again / extremely pleasant evening.

.....  
9. I look forward / see you next month.

.....  
Yours sincerely,

Maria

**HOMEWORK**

**Task 1:** Fill in the blanks with the appropriate words.

Dear Sir/Madam,

I am ..... you to express my ..... with a laptop computer

I ..... in your ..... four days ago.

As soon as I turned on the ....., I realized that Windows operating system was not ..... in it, ..... the offer said it

was ..... In addition, I chose a ..... laptop and the

..... I received is black. ...., the default language

of the laptop is ..... and I haven't been able to

..... it into my .....language, which is

..... To make matters worse, the .....

specifications of this laptop are not the ..... as the ones that I read in

your .....

I ..... need this situation to be ..... as soon as

possible. I made the ..... to buy the laptop at your store, because

of previous good ..... some friends of

mine gave me about your store. However, after this ....., I feel

.....

I would like you can send me the laptop I ..... chose at your store,

including all the ..... were shown in the offer. If I don't get a

quick ..... to my request, I hope a full ..... of

the payment I already .....

Thanks in advance for your response.

Yours .....,

**Task 2.**A friend (or a foreign friend) wants to spend a two-week holiday in your hometown and has written asking for information and advice to you, so.

Write a letter to your friend. In your letter:

- offer to find somewhere to stay
- give advice about what to do
- give information about what clothes to bring or what necessary thing to be prepared

## Unit Two: Business letters

### Objectives

*By the end of this unit, students will be able to recognize what business letter is, and how to write business letter in different categories.*

**Look at the pattern of business letter and try to write one.**

**Sender's Information**

**Receiver's Contact Information**

**Salutation/ Greetings**

Dear Mr./Ms. (Last Name)

**Letter Content (Subject of the letter)**

Your business letter will let the recipient know what or why you are writing for or what you want to discuss about.

**First Paragraph:**

The first paragraph of your business letter should include information on why you are writing. (Mention the issue/problem/purpose you are talking about)

**Middle Paragraphs:**

State why you are writing and what you want to deal with and establish any connection/mutual relationship up front. Outline the solution, providing proof in the way of examples and expert opinions. Group related information into paragraphs.

**Final Paragraph:**

State what the reader/receiver needs to do and what you will do to follow up

**Complimentary Close:**

Sincerely, (know the name)

Faithfully yours (do not know the name)

Signature

(Sender's full Name)

Your full name

## **EXERCISES**

**Task 1.** Choose True or False statements about these ideas in formal business letter writing

1. Is using the words 'sincerely yours' more common in American English than in British English. **True / False**
2. Is using the word 'truly' more common in American English than in British English. **True / False**
3. You put the address of the person you are writing to in the top right-hand corner of the letter. **True / False**
4. If you don't know the person's name, sign off with "Yours faithfully". **True / False**
5. It is correct to finish the letter with "I look forward to hear from you". **True / False**
6. "12/12/15" is the correct way to write the date. **True / False**
7. Is it best to print your name above your signature? **True / False**
8. In the first paragraph you should write a few polite lines to express your admiration of the person you are writing to. **True / False**
9. The first paragraph should simply contain the reason for your letter. **True / False**
10. The last paragraph should state what action you expect the person to take. **True / False**
11. You should use per pro or pp if you are signing a letter for someone else. **True / False**
12. Dear Mr Michael Brown is this the correct way to start a letter. **True / False**
13. do the letters cc stands for carbon copy **True / False**

**Task 2.** The business letter has grammar and spelling mistakes. You have to find themistakes and correct them.

February 21th

Dear Alan Thompson

Thanking you for your letter from 18 February and for your interested in our products.

I am sorry to hear that you wont be able to attend our presentations on 21 March but I hopes we can to arrange a date later We're plan another presentation for April 14 I attach a copy of our latest catalogue and prize list Contact me again if you need any more informations.

I look forward to hear from you. Your sincerely

Paul Jones

**HOMEWORK**



**Task 1:** You have had an accident in your car and you are going to make an insurance claim. As you will have to include a short description of what happened on the claim form, you make the few notes given below. Expand these notes into a full description of what took place. You must use all the words in the notes but not necessarily in the same order and you may add words and change the form of the words where necessary.

a/ Friday evening / driving home / 6 o'clock.

---

b/ traffic heavy / getting dark / joined line of stationary cars / Victoria Avenue

---

c/ obviously hold up / probably traffic light stuck

---

d/ suddenly loud bang / back my car / forwards and upwards

---

e/ shocked / turned / saw driver behind / getting out

---

f/ first words / sorry all right? / foot slipped brake

---

g/ car mess / boot pushed in

---

h/ do nothing / sit wait police / none move.

---

**Task 2:** An English-speaking friend has written to ask for some advice in getting a job in catering in London. Using the notes below, construct a reply. You must use all the

words in the notes but not necessarily in the same order and you may add words and change the form of the words where necessary.

a/ If work in London / why not look center – share flat?

---

b/ plenty restaurants around / often advertise staff / noticed experience not necessary always.

---

c/ Abigail's, High Street, last week /assistant chef / lunchtimes or evenings / pay low – \$3-4 per hour

---

d/ work permit necessary? / check now / arrange interview – next week

---

e/ send personal details / relevant experience / references 2 / I get started your job application.

---

f/ contact soon / next week birthday / party or theatre.

---

**Task 3:** Choose one of these letters and write for someone

- A. Invitation letter
- B. Thank-you letter
- C. Sympathy letter
- D. Congratulation letter

## Unit Three: Job application letter

### Objectives

*By the end of this unit, students will be able to recognize some appropriate phrases to use in application letter, and how to write a convincing job application letter and business letter by solving some exercises.*

**Look at the pattern and write an application letter for yourself.**

### Salutation

Dear Mr./Ms. Last Name, (leave out if you don't have a contact)

The body of your application letter lets the employer know what position you are applying for, why the employer should select you for an interview, and how you will follow-up.

### First Paragraph

The first paragraph of your letter should include information on why you are writing. Mention the job you are applying for and where you found the job listing. Include the name of a mutual contact, if you have one.

### Middle Paragraph(s)

The next section of your application letter should describe what you have to offer the employer. Mention specifically how your qualifications match the job you are applying for. Remember, you are interpreting your resume, not repeating it.

### Final Paragraph

Conclude your application letter by thanking the employer for considering you for the position. Include information on how you will follow-up.

### Complimentary Close

Sincerely,

Signature

## EXERCISES

**Task 1.** Re-write the following letter of application in the correct order

**a/** I am presently employed by a small computer company, but I feel that I am not using my knowledge of software engineering to the full.

**b/** I would be pleased to discuss my curriculum vitae with you in more detail.

**c/** Dear MsKhanhLinh,

**d/** Working at the dynamic and creative environment is my willing.

**e/** I am writing to apply for the position of Director of Software Development which was advertised on your company website.

**f/** Please do not hesitate to contact me if you require further information. I look forward to hearing from you.

**g/** As you will notice on my enclosed CV, the job you are offering suits both my personal and professional interests.

**h/** DinhKim Long

**i/** Yours sincerely,

**j/** I am looking for a more challenging position where my field of specialisation could be exploited in a more stimulating environment.

**k/** Besides, management is also my strong point. I'm very enthusiastic and reliable.

**l/** 12 January 2004

**m/** Thank you very much for your kind concern.

**n/** I have 7 years experiences at computing management.

**o/** With reference to your advertising in the Working Resolution Magazine,

**p/** DinhKim Long

31 Tran Hung Dao Street, XuanKhanh ward, NinhKieu District. Can Tho

**q/** MsKhanhLinh

12 Ham Nghi, Ben Thanh ward, District I. Ho Chi Minh City

**Task 2.Fill in the blank with suitable prepositions**

Dear Sir/ Madam,

I (1).....writing this letter (2).....apply for (3).....position of student assistant that I saw adverted on your website. I (4).....interested (5).....working (6).....(7).....teaching resource library, or (8).....(9).....accommodation department.

I have recently graduated from (10).....WSB Business School (11).....Warsaw.and receive high grades (12).....both my English and Business Courses. In addition, we had (13).....use all of (14).....Microsoft Office programs(15).....(16).....preparation of our finished assignments so I (17).....able (18)..... do most things with computers.

Since I was 15 years old I have helped my father (19) .....run his small export-import business. I have been involved (20).....helping (21).....variety of clients and also

(22).....general administration of (23).....business. In (24).....past 2 years have worked (25).....(26).....WSB library, helping teachers and students (27).....find and use (28).....resources there. This experience has given me (29).....ability (30).....deal with (31).....need of all types of people.

I have.....(32) outgoing, diligent personality and find.....(33) I enjoy (34).....challenges of working (35).....busy environments. In (36)....., my students and experience have taught me (37).....be accurate and efficient (38).....organizing my work so I would be (39).....valuable addition (40).....your school.

I look forward (41).....hearing from you.

Yours (42).....,

MizaJenni

## **HOMEWORK**

**Task 1.** Look at the job opportunity advertised on ThanhNienor TuoiTrenewspaper and decide which one is suitable for your ability and then write your an application letter.  
(Teacher, shop assistant, English TA, receptionist, tour guide, bank teller)

## Unit Four: Curriculum vitae and resume

### Objectives

*By the end of this unit, students will be able to write a CV (curriculum vitae) or resume that is indispensable for their futures jobs.*

**Your name**

---

**Your current or desired job title**

---

Your address :.....

Tel: ..... Email:.....

---

### PERSONAL SUMMARY

Firstly introduce yourself, then give information on the position you are looking for. List your strongest and most relevant points. Briefly explain why you feel you are the most suitable candidate for the position. Here are some examples of how to start of:

‘With an extensive three year background in...’

‘I am currently seeking a position as a .....with an established company in the ..... field’.

### WORK EXPERIENCE

#### JOB TITLE OF YOUR CURRENT OR LAST JOB

EMPLOYERS NAME                      EMPLOYMENT DATES (i.e. June 2013 – present)

Duties:

- (In short sentences write about your responsibilities)

### EDUCATION

- 

### SKILLS AND COMPETENCIES

- Keyword
- Keyword
- Keyword
- Keyword
- Keyword

### REFERENCES

Name

Address

Telephone number or email address

**Allen Yan**

**(86)1338-1111-420**

**yhnasa@123.com**

**EDUCATION**

**Sep 2008 - Present, Shanghai University, BE**

- Candidate for Bachelor in Mechanical Engineering degree (ME).
- Major academic courses highlights: Company Property Management; Marketing; Economics; English
- Technology Communication; Information Management System; Modern Fabrication System.

**May 2011, Certified Public Accounting Training (CPA)**

**OCCUPATION**

**Dec 2011 - present, ITTFlygt investment. China**

**Application Engineer, Sales & Marketing**

- Application support and industry projects tracing to sales office to achieve the sales budget and new industry market application research.
- Pay suitable visits to end users and DI for seminars and technical presentations with salesperson or distributors while collecting marketing information and competitor information analysis.

**July 2011 - Sep 2011, Intel Products Co., Shanghai, China**

**CPU Assembly Engineer (Internship)**

- **Analyzed** the yield ratio trend, **documented** and **solved** the current problems.
- Participated in the training of **marketing, business process modeling** and **analysis** at Intel University.
- Visualized a project review with impressive presentation and multi-media animation, which was highly appreciated by department manager.

**June 2011 - July 2011, GF Fund Management Co., LTD.**

**Campus Intern**

- Analyzed investment principles and related financial derived products
- Formulated the scheme of market popularization and network marketing.

**AWARDS**

- 2009-2010, Second-Class Scholarship for Excellent Students of Shanghai University.
- 2010-2011, the Imagine Ambassador of Shanghai Tennis Popularization.

**COMPETENCIES & INTERESTS**

**English Ability:** Band 6 and the intermediate test of interpretation.



**Germany Ability:** 600 hours of Germany lessons in TongJi University.

**Computer Skills:**

- National Computer Level 3<sup>rd</sup> Certificate. ( Network Communication )
- Professional Certificate of Assistant Information Officer (AIO).
- C++, VBA, Provision, JMP, AutoCAD, 3Dsmax, Photoshop, Solidworks, Aftereffect

**Personal Interests:**

Basketball (Skills); skating (Speed); English (elegant); Snooker (Stable)

---

## **RESUME TEMPLATE - (NO WORK EXPERIENCE )**

**Use this resume template if you:**

- **Have completed (or are currently completing) VCE**
- **Have little or no formal (paid) work experience**

If you've finished (or are currently doing) VCE but you haven't had much - or any - paid work experience, this resume template can help you focus on the personal attributes you can contribute to the needs of an organisation.

This template has been designed to focus on:

- A marketing statement that highlights your capabilities and demonstrates what you bring to the job
- Personal attributes that will help you to transition into the work environment
- Any achievements, commendations or awards you received at high school that show you are honest and reliable
- Any volunteer placements that demonstrate your willingness to contribute to the community

Other things you can put on your resume include:

- Any sporting or community club participation (if relevant to the job)
- Work placements or work experience that show you know how to work in a professional environment
- Key skills that demonstrate your employability (and examples of their use)
- Written testimonials provided by supervisors, sporting club coaches, teachers or others involved in volunteer and community clubs
- Any hobbies or interests that are relevant to the job

This template is one page long. A one-page resume is more than acceptable when you're just starting out in the world of work. You may end up with two pages if you include all of the suggested additional information.

If your resume ends up being three pages long, you're probably providing too much information - try cutting some things out and sticking to two pages maximum.

**KhanhPhan**

**Email:**[khanh@gmail.com](mailto:khanh@gmail.com)

**Mobile:** 0912 345678

**Graduated student seeking casual employment in a dynamic organisation**

Personable and astute student with proven time management and collaboration skills developed from sporting and volunteer engagements. Strong interpersonal skills enhanced by taking part in theatre activities to develop confidence and communication abilities. Understanding of general employability skills and the importance of working as part of a team, learning from others and developing as a professional. VCE graduate looking for first-time employment in a position that requires a dedicated, young and enthusiastic employee.

**Personal Attributes:**

- ✓ **Effective Communication Skills:** Articulate communicator with appreciation for the different communication styles required when working with other team members or with customers.
- ✓ **Honest and Reliable:** Strong morals and ethics ensure honesty, reliability and ability to undertake tasks responsibly.
- ✓ **Flexible:** Understanding of need to remain flexible to support last-minute demands and changes. Comfortable in changing environments and situations, ensuring ability to remain flexible and adaptable at all times.

**Software Skills:** Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Firefox ~ Internet Explorer

**EDUCATION**

---

**Au Lac University**

From 2010 to 2013

**Achievements**

- **2013:** Class captain (in partnership with one other class representative)
- **2012:** Represented school at National Youth Day events

- **2012:** Recognition award for contribution to the local community and volunteering

## **VOLUNTEER PLACEMENTS**

---

### **Green Summer Campaign**

**2009 - 2011**

Took part in planting and caring for allocated sections and helping activities for local community group. Assisted at events and gatherings including providing suggestions to help poor people and spend time with homeless children at rural of CT city. Personally attended various events, including spending time with local people in helping them.

### **Hoi TuThien (Charity Group)**

**2012 - Current**

Worked in community charity group assisting members of the local community with taking care homeless children and the old ages. Assisted with setup and preparation of community garden, including general repair and maintenance works.

## **PROFESSIONAL REFEREES**

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### **HoangHuuHuy**

Manager of Me Kong University, Can Tho

Phone: 07103888 888

## **EXERCISES**

**Task 1:** Write yourself CV

**Task 2 :** Write your resume

## UnitFive: How to write a business report

### Objectives

*By the end of this unit, students will be able to describe a business report through the diagrams or charts. Students are not asked to give opinions, make assumptions, or draw conclusions about the information given. The information diagrams may be presented to them in a number of ways, for instance, as: table charts, line graphs, bar charts, and pie charts.*

- a graph
- a diagram of the stages of a process or procedure, a sequence of events
- a bar or pie chart
- a table of information

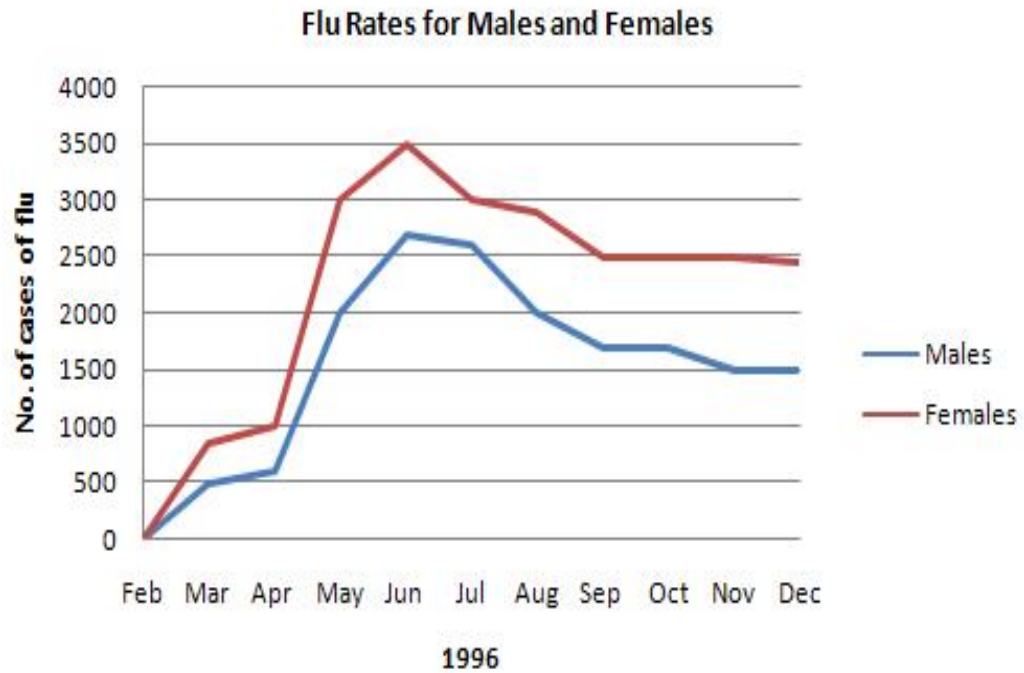
### I. Basic types of charts

#### A. Table chart

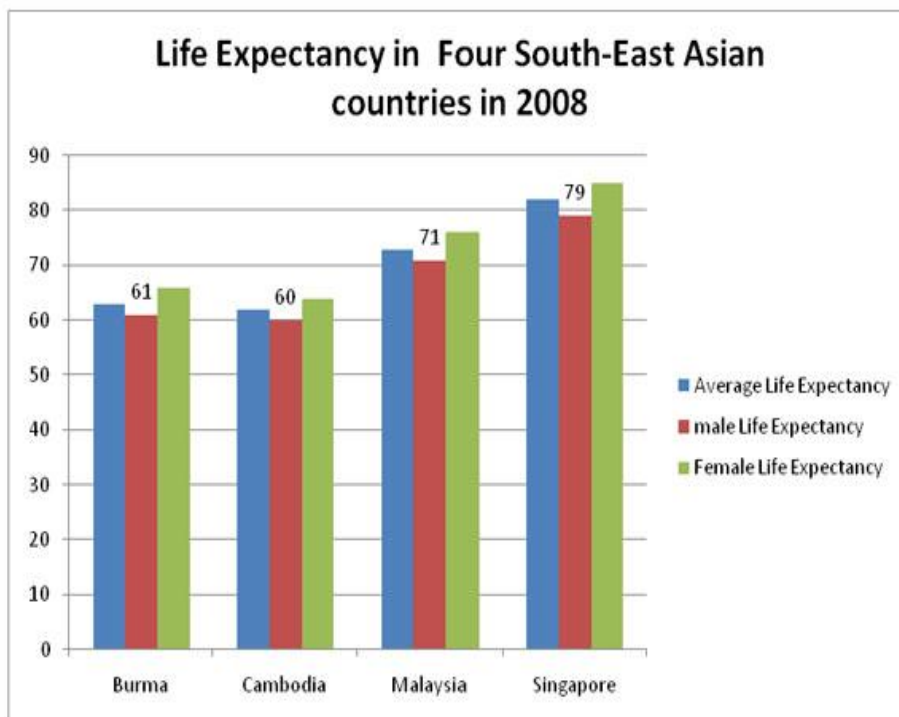
Beer		Fruit juice	
Country	Amount*	Country	Amount*
1 Ireland	155 litres	1 Canada	52.6 litres
2 Germany	119 litres	2 United States	42.8 litres
3 Austria	106 litres	3 Germany	38.6 litres
4 Belgium	98 litres	4 Austria	37.3 litres
5 Denmark	98 litres	5 Sweden	35.5 litres
6 United Kingdom	97 litres	6 Australia	34.4 litres
7 Australia	89 litres	7 Finland	33 litres
8 United States	85 litres	8 United Kingdom	29.3 litres
9 Netherlands	80 litres	9 Netherlands	28.1 litres
10 Finland	79 litres	10 New Zealand	24.8 litres

\*Litres per person per year

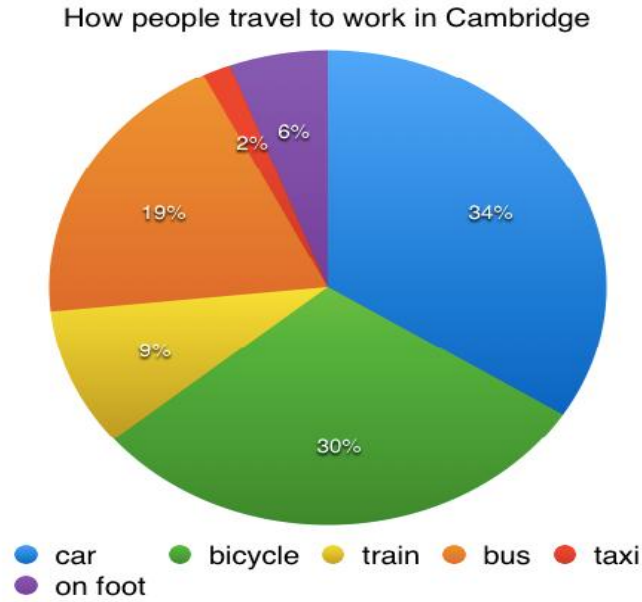
## B. Line graph



## C. Bar chart



## D. Pie chart



## II. Four steps should be followed to write a business report

1. What type of presentation it is and what it is asking.
2. Collecting data/information.
3. Essay Planning.
4. Representing in an essay form and checking.

### ❖ **First Step:** Analyze

Analyze the question first .Look whether it is a diagram / table /figure / illustration / graph / figure / chart / flow chart or a picture. Now look what the question is asking to do. For example, the question might asks to compare, contrast, analyze, summarize or more than one thing.

### ❖ **Second Step:** Collect data/information

The reporter must collect/ understand the following data and information from the figure.

- a) **Time:** Be sure whether the time presented in the graph/ figure are present/ past/ future or mixture of these three. Your writing has to be in the correct Tense according to the time presented.
- b) **Theme:** Be sure what the figure/ diagram/ picture is trying to represent.

- c) **Place and Position:** About what place or field the data are all about?
- d) **Main Point:** What's the central idea of the presented graph/ diagram?
- e) **General Trend:** Figure out the General Trend(s).
- f) **Effects & Result:** Find out the effects and results.
- g) **Conclusion:** Plan what you should include in the conclusion.

❖ **Third step:** Plan an essay

You should make a plan after you are done with the first 2 steps. This step involves the following orders.

- a) Writing a balanced Introduction.
- b) Writing a general trend
- c) Detailed description of the figure and supporting the description.
- d) Describing the results.
- e) Writing the conclusion.

❖ **Fourth step:** An essay form and check

An example: You should spend about 20 minutes on this task.

**The graph below shown the unemployment rates in the US and Japan between March 1993 and March 1999.** Summarize the information by selecting and reporting the main features and make comparisons where relevant. (You should write at least 150 words.)

➤ **First Step** (worked out): Analyze

It is a line graph with 2 lines. The graph is asking to summarize the main features of unemployment rate.

➤ **Second Step** (worked out): Collect data/information

- a) **Time:** From March 1993 to March 1999.
- b) **Theme:** Unemployment rates of USA and Japan.
- c) **Place and Position:** USA and Japan.
- d) **Main Point:** Unemployment rate has decreased in US and has increased in Japan.
- e) **General Trend:** Initially unemployment rate was higher in USA than Japan but over the period USA managed to reduce the rate and in case of Japan the reverse is true.
- f) **Effects & Result:** Effects: unknown. Result: as General Trends.
- g) **Conclusion:** Unemployment rate was higher in USA than Japan but over the period USA managed to reduce the rate and in case of Japan the reverse is true.



- **Third Step:** Plan an essay
  - a) Writing Introduction
  - b) Writing General Trend
  - c) Writing Detailed Description
  - d) Describing the results
    - e) Writing the conclusion
- **Fourth step:** An essay form and check

What it is (table/ graph/ chart/ diagram/ picture/ flow chart) + What it does (presents data/ shows comparison/ summarize / contrast/ give projection or prediction) + What about (in this case the unemployment rate) + Place (in this case US and Japan) + Time (in this case 1993 to 1999) + Presentation of X and Y axis (here X axis represents time and Y axis represent percentage of work force) + Other relevant information.

#### ❖ **How to write a balanced introduction**

The introduction part of writing is very important hence it reflects your skill of writing. Readers decide whether to read further or completely avoid the whole writing after reading the introduction. So in every writing introduction part should be very organized. In case of writing table/ graph/ chart/ diagram/ picture/ flow chart, you should use the following structure and vocabularies to write a balanced introduction.

**Example:** The provided line graph provides information on unemployment rates in USA and Japan from March 1993 to March 1999. Here the bold line represents the unemployment rate of Japan and the dotted line for USA. In the provided line graph the X axis shows time with 1 year interval and the Y axis represents unemployment rate.

#### ❖ **How to write a better general trend**

The general trend part should be immediately after the introduction part. It is recommended to write the general trend parts in the same paragraph with the introduction. The general trend part should focus the main point of the presentation and should not be too large with lots of information. However you should not give the specific figure, time, amount or data presented in the graph, rather try to use daily life English to make the main reader interested about the whole writing. You can use phrase like **As is presented/ as is observed / in general / in common** etc. to start this part.

**Example:** As is observed from the graph, initially in 1993 the unemployment rate of USA was much more higher than that of Japan. But over the 6 years, USA managed to reduce this rate and the reverse is true in case of Japan where unemployment rate increased among this 6 years.

❖ **How to write an attractive detailed description**

The Detailed description part comes after the introduction and general trend and should be written in the second paragraph. In this part you should describe the graph / table / chart / diagram etc. While describing, keep in mind that, you are not expected to write down all the data provided in the question, rather your ability to describe the presentation in general English.

**The things you should follow in this part**

- Use appropriate tense to describe the data.
- Use transitional words like: besides, as well as, likewise, in addition, additionally, again, on the other hand etc. to make your sentences relevant and coherent.
- Try to mention the initial, highest, lowest and projection points.

**Things you should avoid in this part:**

- Do not describe all the data and facts presented in the graph.
- Don't include your own opinion, imagination or solution.
- Don't use contraction (cannot=can't, do not =don't etc, will not=won't) in your writing.

**Example:**

As is presented in the line graph, in March 1993, United States had about 7% of their workforce unemployed, which might not see high unless it is compared to the unemployment rate of Japan in the same year, where only 2.5% workers were unemployed. However the unemployed rate in USA began to decrease slowly having a fluctuation till 1996 and reached to around 5%. On the contrary, the unemployment rate in Japan got an upward trend and doubled in 5 years. The unemployment rate of both countries intersected in the middle of the year 1998. Afterward the unemployment rate in US remained roughly the same (about 5%) having a similar ration to that of Japan.

❖ **How to describe the results**

If you want to and really need to describe the result of the graph, then write it at the end of the Detailed description. However if writing the results makes something repeated those has already been described and then you need not to write the result apparently.

**Example:**

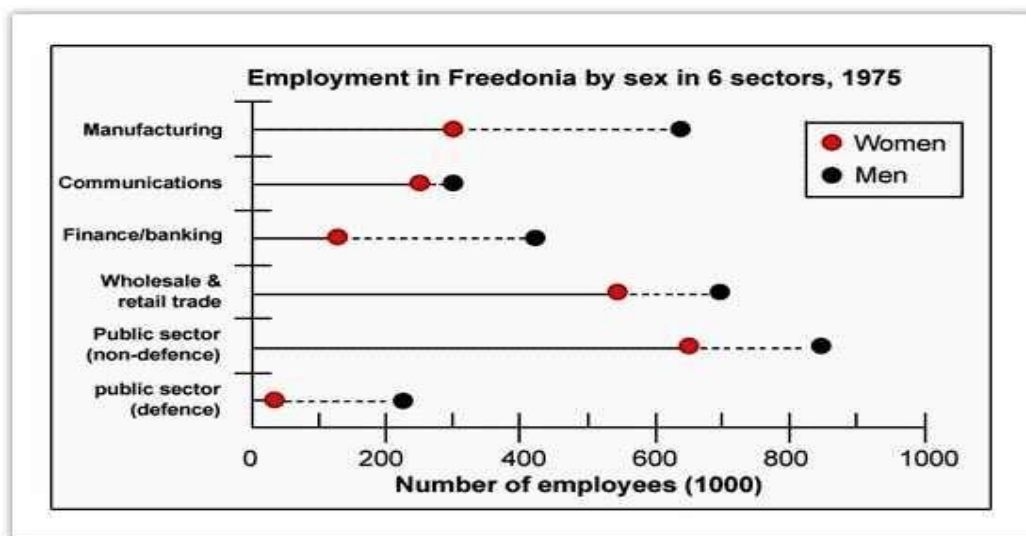
USA managed to decline their unemployment rate from 7% to almost 5% in 6 years but on the other hand the rate has increased in Japan from only 2.5% to approximately 5%.

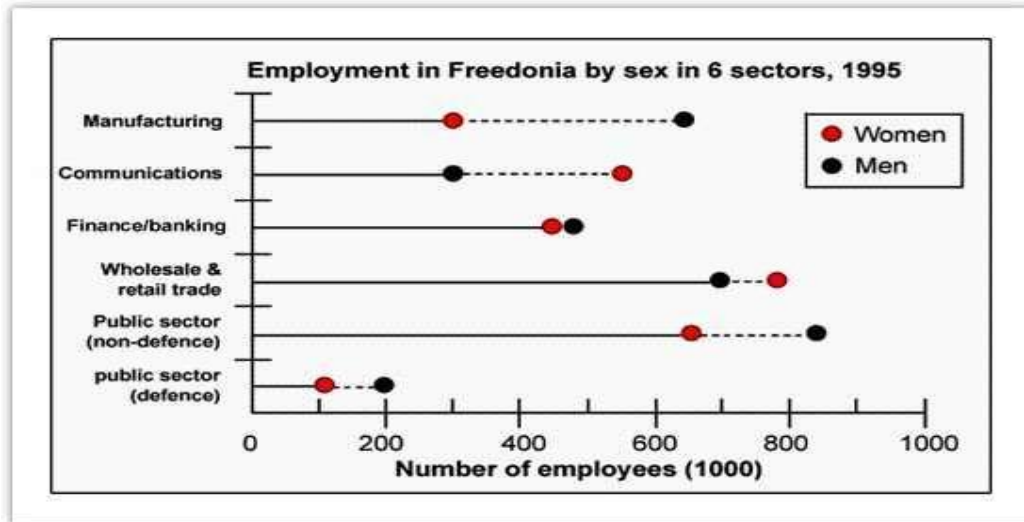
❖ **How to write a good and efficient conclusion**

Conclusion is an important part of the whole writing and that is why you must be careful to write a better conclusion. The conclusion part of the table/ graph/ chart/ diagram/ picture/ flow chart, it is also known as summarizing. So write down the main point/theme of the graph in short. You should never include your own point of view, personal opinion or suggestion to solve a problem in conclusion. In some cases of table/ graph/ chart/ diagram/ picture/ flow chart, it optional to write the conclusion, hence the data are already described and summarized before the conclusion. However if you need to write the conclusion part, use one of the following words to start the sentence: In conclusion / in short / to conclude / to sum up / in brief / in summary etc.

**Example:** It conclusion, the unemployment rate in the USA decreased in 6 years and the opposite scenario is true for the Japan.

**Practice 1.** You should spend about 20 minutes on this task.





➤ **First Step: Analyze**

There are two column graph given in the question. These graphs should be described by comparing / contrasting main features and should be presented as a report to a University Lecturer.

➤ **Second Step: Collecting data/information**

- a) **Time** : First graph for 1975 and second one for the year 1995.
- b) **Theme** : Comparison of men and women workers in 6 Employment sectors.
- c) **Place and Position** :Freedonia.
- d) **Main Point** : Comparison of men and women employees in respect to the job sectors.
- e) **General Trend** : Initially in 1975, Men employees occupied most of the jobs in all sectors.
- f) **Effects &Result** : The number of women employees increased specially in communication sectors over the 20 years period.
- g) **Conclusion** : conclusion should be a summary of theme, general trend, and result.

➤ **Third Step: Essay Planning**

a) **Writing Introduction**

The provided graphs represent information about the male and female workers of Freedonia in six different sectors in 1975 and 1995.

### **b) Writing General Trend**

As is observed from the two given graphs, the number of male employees was larger in all sectors of employment than women but after 20 years this discrimination had plummeted, especially in banking & finance sector and surprisingly more women were employed in communication sector in 1995 than their counterpart.

### **c) Writing Detailed Description**

According to the illustration, almost 600 thousand male were employed in manufacturing jobs in 1975 and that was almost twice than the number of women employed in the same sector. After 20 years in 1995, the number of male workers at the same sector increased to around 700 thousand but the number of women workers remained almost same as it was in 1975. Again, male workers in banking, whole-sale & retail trade, defense, public sectors were significantly larger in number than female workers in 1975.

The highest number of workers, both men and women, worked in public sectors in 1975. In this year in public sector, almost 850,000 were men and 650,000 were female, which is larger in number than any other sectors. Job sectors like defense, were mostly occupied by men whereas women were very small in number. In the year 1975, the smallest gap between the number of male and female workers can be observed in communication sector. After 20 years, in 1995 the scenario changed remarkably. In this year female went ahead of male in communication and trade (wholesale & trade) sectors. Also the different in banking and finance became ignorable.

On the other hand the number of male employees had declined in defense and the opposite is true for women. The job condition in manufacturing sectors remained almost the same as it was 20 years earlier.

### **d) Describing the results**

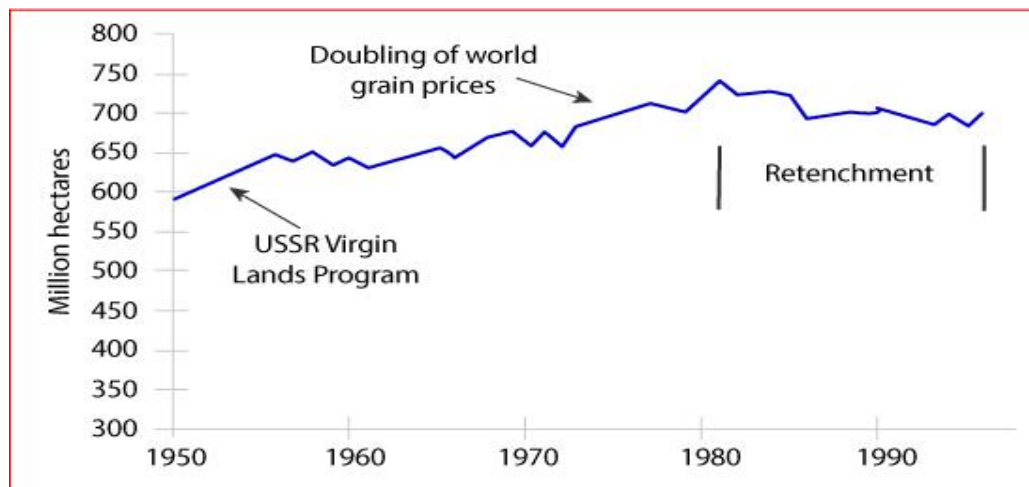
Not necessary as it has already been described in Detailed description.

### **e) Writing the conclusion**

In conclusion, it can be clearly observed from the given graphs that, female-participation in different job sectors had significantly improved and in some sectors they went ahead of men.

## Practice 2

You should spend about 20 minutes on this task.



**The graph below shows the area of land from which grain was harvested.**

Summarize the information by selecting and reporting the main feature and make comparison where relevant.

### First Step: Analyzing

The given presentation is a line graph. Here X axis represent the time and Y axis represent the area in Million oh hectors where grain were harvested. The question is asking to summarize the main features and to make comparison where relevant.

### Second Step: Collecting data/ information

- Time:** Past (1950 to 1996).
- Theme:** Total land in million of hectors where grain were harvested.
- Place and Position:** All around the world.
- Main Point:** World grain harvested area.
- General Trend:** Amount of land increased frfrom1950 to 1980 and then this amount decreased.
- Effects & Result:** Virgin land program; Doubling the price of grain; Retrenchment.
- Conclusion:** Not necessary.

### Third Step: Essay Planning

- Writing Introduction**

The given line-graph shows the total grain harvested area around the world in millions of hectares from 1950 to 1996 and the reasons why the amount changed. Here the X axis represent time and the Y axis shows the land area in millions of hectares.

The graph in figure 1 shows the total world again harvest area in millions of hectares between 1950 and 1996.

The given graph depicts the area of lands which was used for grain harvesting worldwide from the year 1950 to 1996.

#### **b) Writing General Trend**

As is observed from the graphs, total grain harvested area increased until 1980, at which point there was a reduction due to retrenchment.

In general, the total harvest area increased until 1980, at which point there was a reduction in the area harvested due to retrenchment.

As is observed from the given graph, more than 650 million hectares of lands were used on an average for grain harvesting and the grain price doubled at around the year 1975.

#### **c) Writing Detailed Description**

According to the illustration...

In 1950 almost 600 million hectares of grain were harvested world-wide. During the 1950s the USSR initiated a Virgin Lands Program which greatly increased the area harvested to around 650 million harvested. From this point until the mid-1970s the area harvested increased slowly, with some fluctuations, to just over 700 million hectares. Then around 1975 the price of grain doubled and this caused a rapid increase in the amount of land devoted to grain production until 1980. from 1980 to 1995 there was a gradual decrease in the amount of land used for gain cultivation. After this the area harvested again began to rise.

As is given in the line graph, USSR Virgin Lands Program was initiated in 1950 when about 600 million hectares of lands were used worldwide for producing crops. The amount of areas increased to 650 million hectares in around 1958 and after that it showed some fluctuations with an overall increasing trend. The price of the grains was doubled in around 1975 and the maximum amount of lands worldwide was used for harvesting in around 1981 which was about 750 million hectares.

#### **d) Describing the results**

Not necessary as it has already been described in Detailed description.

### e) Writing the conclusion

The cut of expenditure on public expenses was done from 1981 to around 1996 and at that time the grain harvesting area worldwide followed a slightly downward trend.

In summary, we can see that the area devoted to grain production was affected by both government policy and market forces.

## II. VOCABULARY FOR THE CHARTS

Each part has a specific format and therefore being equipped with the necessary vocabulary will help you to write the task efficiently and will save a great deal of time.

### ➤ VOCABULARY FOR THE INTRODUCTION PART

Starting	Presentation Type	Verb	Description
The given / The supplied / The presented / The showed / The provided	diagram / table /	shows / represents /	The comparison of ....
	figure / illustration /	depicts / illustrates /	The differences ....
	graph / figure / chart /	presents/ gives /	The number of ....
	flow chart / picture/	provides / describes /	Information on ....
	presentation/ pie chart / bar graph/ line graph / table data/ data / information	compares/ shows / figures / gives data on / gives information on	Data on .... The proportion of.... The amount of .... Information on....

### Example :

1. The provided diagram shows data on employment categories in energy producing sectors in Europe starting from 1925 to 1985.
2. The given pie chart represents the proportion of male and female employee in 6 broad categories, divided into manual and non-manual occupations.
3. The chart gives information on expenditures of 4 European countries on six consumer products namely Germany, Italy, Britain and France.



➤ **VOCABULARY FOR THE GENERAL TRENDS PART**

**In general, In common, As is presented, Generally speaking, As is observed.**

**Example:**

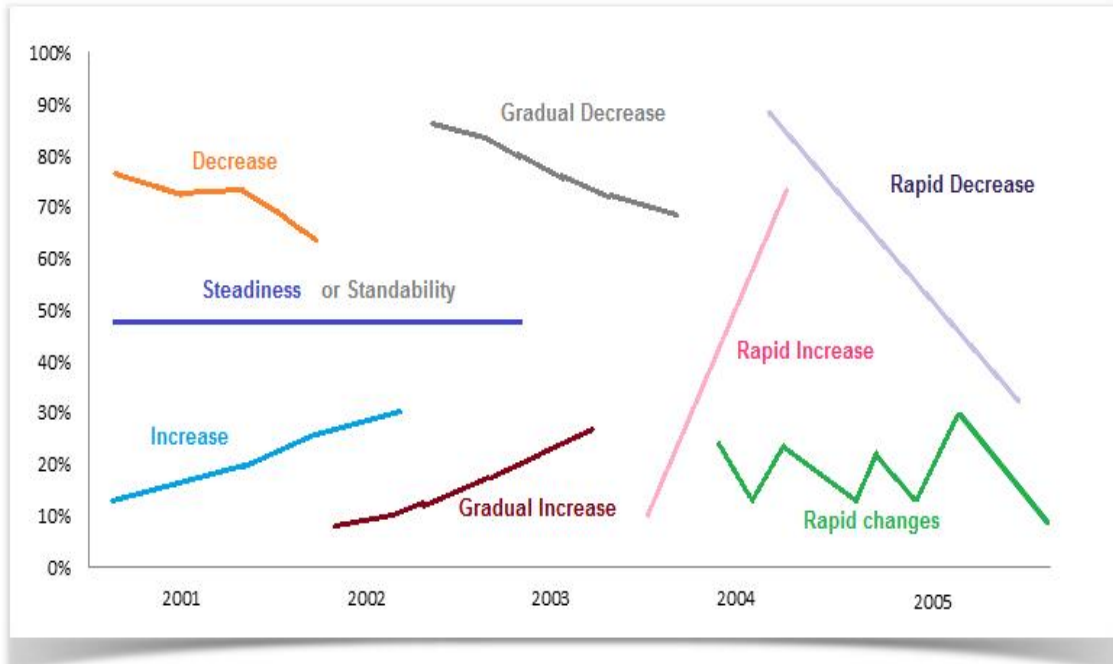
1. In general the employment opportunities have increased till 1970 and have dropped down afterward.
2. As is observed, the figures for imprisonment in the five mentioned countries no overall pattern of increase or decrease rather shows the considerable fluctuation from country to country.
3. Generally speaking, USA had far more standard life than all the other 4 mentioned countries.

➤ **VOCABULARY TO SHOW THE CHANGES**

<b>Trends</b>	<b>Verb form</b>	<b>Noun Form</b>
<b>Increase</b>	rise / increase / go up / uplift / rocketed / climb / upsurge / soar.	a rise / an increase / an upward trend / a growth
<b>Decrease</b>	fall / decrease / decline / plummet / plunge / drop / reduce	a fall / a decrease / a reduction / trend / a growth
<b>Steadiness</b>	unchanged / level out / remain constant / remain steady / plateau / remain the same / remain stable / remain static	a downward trends / a downward tendency / a decline/ a drop
<b>Gradual Increase</b>		an upward trend / an upward tendency / a ceiling trend
<b>Gradual decrease</b>		a down ward trend / a down ward tendency / a descending trend
<b>Standability</b>	leveled off / remained constant / remained unchanged / remained stable / prevailed consistency / plateaued / reached a plateau / stayed uniform /immutable / leveled out	

**Examples:**

1. The overall sale of the Company has increased by 20% at the end of the year.
2. The expenditure of the office remained constant for the last 6 months but the profit rose by almost 25%.
3. There was a 15% drop in the student enrollment of the University.
4. The population of the country remained almost the same as it was 2 years ago.



➤ **VOCABULARY TO PRESENT CHANGES IN GRAPHS**

Type of Change	Adverb form	Adjective form
----------------	-------------	----------------

<b>Rapid change</b>	dramatically / rapidly / sharply / quickly / hurriedly / speedily / swiftly	dramatic / rapid / sharp / quick / hurried / speedy / swift
<b>Moderate change</b>	moderately / gradually / progressively / sequentially	moderate / gradual / progressive / sequential
<b>Slight change</b>	slightly / slowly / mildly / tediously	slight / slow / mild / tedious

**Example:**

1. The economic inflation of the country increased sharply by 20% in 2006.
2. There was a sharp drop in the industrial production in the year 2005.
3. The demand for new houses dramatically increased in 2004.

➤ **VOCABULARY TO PRESENT FREQUENT CHANGES IN GRAPHS**

Type of Change	Verb form	Noun form
<b>Rapid ups and downs</b>	wave / fluctuate / oscillate / vacillate / palpitate	waves / fluctuations / oscillations / vacillations / palpitations

**Example:**

1. The price of the raw materials fluctuated for the first three months.
2. The graph shows the oscillations of the price of fuel from 1998 to 2002.

**Example:**

1. The price of the oil reached a peak amounting \$20 in February and again touched the lowest point amounting only \$10 in July.
2. Student enrollment in foreign Universities and Colleges increased dramatically hitting a peak of over 20 thousand in 2004.

➤ **VOCABULARY TO PRESENT COMPARISON IN GRAPHS**

Type	Word(s) should be used
<b>Similar</b>	about / almost / nearly / roughly / approximately / around / just about / very nearly /
<b>Just over</b>	just above / just over / just bigger / just beyond / just across
<b>Just short</b>	just below / just beneath / just sort / just under / just a little
<b>Much more</b>	well above / well above / well beyond / well across / well over
<b>Much less</b>	well below / well under / well short / well beneath

**Example:**

1. The number of high-level women executives is well beneath than the number of male executives in this organization where approximately 2000 people works in executive levels.
2. About 1000 people died in the highway car accident in 2003 which is well above than the statistics of all other years.

3. The number of domestic-violence cases was just below 500 in March which is just a little over than the previous months.

### **Compare and contrast**

#### **One syllable**

Adjectives with one syllable form their comparatives and superlatives :

**cheap / cheaper / cheapest ; large / larger / largest/ bright /brighter /brightest etc.**

Exceptions:

**good / better / best VS bad /worse / worst etc.**

#### **Two syllables**

Some adjectives with two syllables form their comparatives and superlatives :

**pretty / prettier /prettiest ; happy / happier / happiest etc.**

But many form their comparatives and superlatives using 'more':

**striking /more striking / most striking ; common / more common / most common ; clever / more clever/cleverer ; most clever/cleverest etc.**

#### **Three or more syllables**

All adjectives with three or more syllables form their comparatives and superlatives using 'more' & 'most':

**attractive / more attractive / most attractive ; profitable / more profitable /most profitable ; expensive / more expensive / most expensive**

### ➤ **USING APPROPRIATE PREPOSITIONS**

You must use the right preposition in the writing task 1 to get a high score. Be accurate about the uses of to, by, of, off, in, on, for etc.

#### **Example :**

- Papers are sold by the ream.
- Oranges are purchased and sold by the dozen.
- Students enrollment in the University has increased by 2% this year.
- Eggs are counted in dozens.
- Rice is measured in kg.
- He is junior to me by 4 years.
- The employees are paid per week in this factory.

➤ **WORDS TO MAKE A COMPARISON / CONTRAST**

a bit / slightly / a little / only just / approximately / about / almost / precisely / quite / nearly / considerably / a huge / a great deal / quite a lot / completely / exactly

**Example:**

- This year population growth of the country is slightly larger than the previous year.
- This year population grown is almost twice than 2007.
- Sale of the company has increased quite a lot this year.

➤ **VOCABULARY TO WRITE THE CONCLUSION PART**

To draw the conclusion : In conclusion / To conclude / On the whole

To Summarize : In short / In brief / To sum up / In summary

**Examples:**

- In conclusion, third world countries have improved their production sectors like: garments, over the last 10 years whereas the first world countries have improved their technology and research sectors in the same period.
- In brief, the overall sale of the company has improved in the last 5 years except 2005 when the sale reduced significantly due to retrenchment.

✓ **Increase:**

**A growth:** There was a growth in the earning of the people of the city at the end of the year.

**An increase:** Between the noon and evening, there was an increase of the temperature of the coast area and this was probably because of the availability of the sunlight at that time.

**A rise:** A rise of the listener in the morning can be observed from the bar graph.

**An improvement:** The data presents that there was an improvement of the traffic condition between 11:00 am till 3:00 pm.

**A progress:** There was a progress in the law and order of the city during the end of the last year.

✓ **Rapid Increase:**

**A surge:** From the presented information, it is clear that there was surge on the number of voter in 1990 compared to the data given for the previous years.

**A rapid increase/ a rapid growth/ a rapid improvement:** There was a rapid growth in the stock value of the company ABC during the December of the last year.

**Notes:** Following adjectives can be used before the above nouns to show a rapid growth/ increase of something: Rapid, Sudden, Steady, Noticeable, Mentionable, Tremendous, huge, enormous, massive, vast, gigantic, monumental, incredible, fabulous, great etc.

(The above list is the words which are actually adjective and can be used before nouns to show the big changes)

✓ **Highest:**

**A/ The pick:** The number of visitors reached to the pick in 2008 and it exceeded 2 million.

**Top/ highest/ maximum:** The oil prices reached to the top/ highest in 1981 during the war.

**Note:** Some of the words to present the highest/ top of something are given bellow:

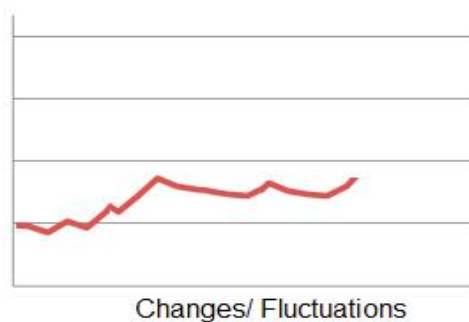
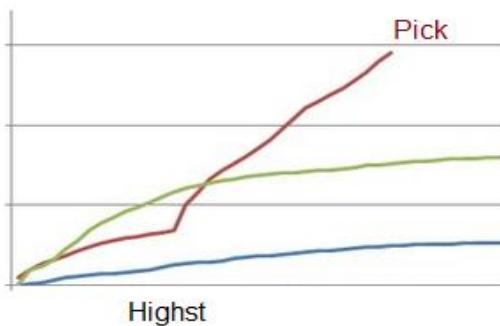
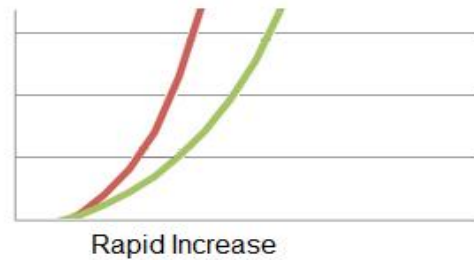
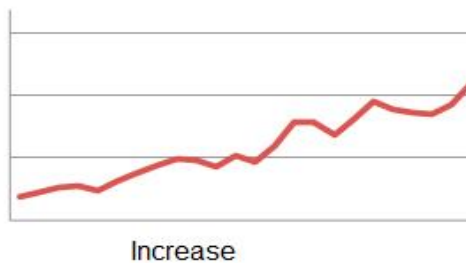
Apex, pyramid, zenith, acme, obelisk, climax, needle, spire, vertex, summit, tower, most, greatest, max, tops, peak, height, crown,

✓ **Changes:**

**A fluctuation:** There was a fluctuation of the passenger numbers who used the railway transportation during the year 2003 to 2004.

**A variation:** A variation on the shopping habit of teenagers can be observed from the data.

**A disparately/ dissimilarity/ an inconsistency:** The medicine tested among the rabbits shows an inconsistency of the effect it had.



✓ **Steadiness:**

**Stability:** The data from the line graph show a stability of the price in the retail market from January till June for the given year.

**A plateau:** As is presented in the line graph, there was a plateau of the oil price from 1985 to 1990.

✓ **Decrease:**

**A fall:** There was a fall of the price of the energy bulbs in 2010 which was less than \$5.

**A decline:** A decline occurred after June and the production reached to 200/day for the next three months.

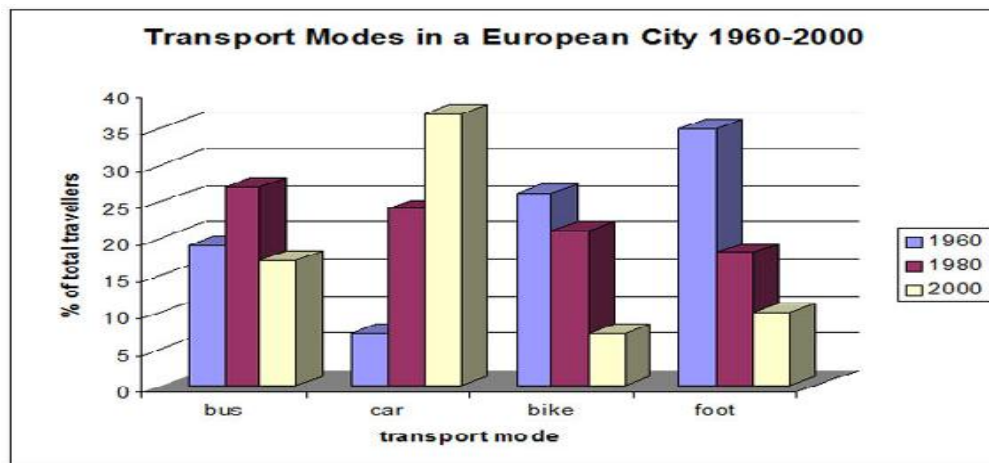
**A decrease:** After the initial four years, the company's share price increased and there was a decrease of the loss it was bearing.

## SAMPLE WRITING OF CHARTS

### A. BAR CHART

This is a sample bar chart showing the different transport modes used in a European city. You will notice that there is a time frame. This means that you will need to use the language of change and the language of comparison and contrast. You should spend about 30 minutes on this task.

The following bar chart shows the different modes of transport used to travel to and from work in one European city in 1960, 1980 and 2000. Summarize the information by selecting and reporting the main features and make comparisons where relevant.



#### Bar Chart - Model Answer

The bar chart shows the changing patterns of transport use in a European city during the period from 1960 to 2000. In brief, the chart shows that the use of the car as a means of transport dramatically increased over the period shown, while the others fell.

In detail, in 1960 the motor car was used least as a method of transport with only about 7% of the population using this method but car use grew steadily and strongly to finally reach about 37% of the population by 2000. This was a massive 5-fold increase in use.

Over this same period, however, the popularity of walking, which had been the most popular means of transport with 35% of the population in 1960 having it as their preferred way of getting around, fell to 10%. Bicycle use also fell from a high of about 27% in 1960 to just 7% in 2000.



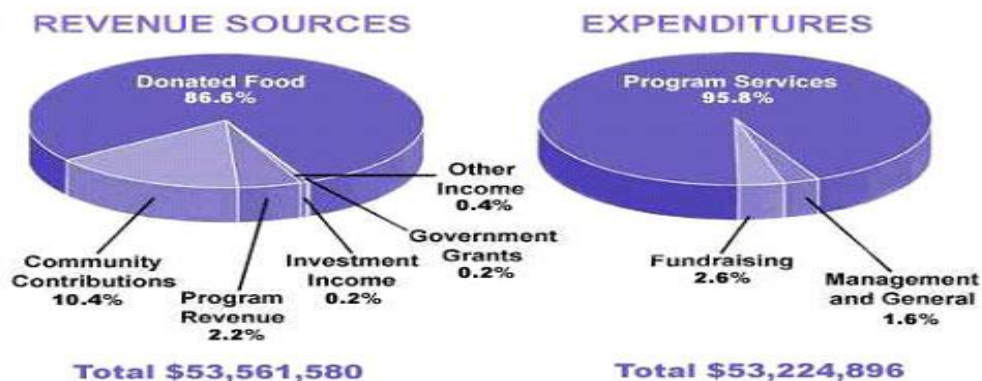
On the other hand, bus use was more erratic being popular with almost 20% of the population in 1960 and rising to a peak of about 27% in 1980 before falling back to about 18% in 2000

### B: PIE CHART

You should spend about 30 minutes on this task.

The pie chart shows the amount of money that a children's charity located in the USA spent and received in one year. Summarize the information by selecting and reporting the main features and make comparisons where relevant.

#### Revenue Sources and Expenditures of a USA Charity in one year.



#### Model Answer

The pie charts show the amount of revenue and expenditures over a year of a children's charity in the USA. Overall, it can be seen that donated food accounted for the majority of the income, while program services accounted for the most expenditure. Total revenue sources just exceeded outgoings.

In detail, donated food provided most of the revenue for the charity, at 86%. Similarly, with regard to expenditures, one category, program services, accounted for nearly all of the outgoings, at 95.8%.

The other categories were much smaller. Community contributions, which were the second largest revenue source, brought in 10.4% of overall income, and this was followed by program revenue, at 2.2%. Investment income, government grants, and other income were very small sources of revenue, accounting for only 0.8% combined.

There were only two other expenditure items, fundraising and management and general, accounting for 2.6% and 1.6% respectively. The total amount of income was \$53,561,580, which was just enough to cover the expenditures of \$53,224,896.

## C: TABLES

The tables are another way of visually displaying comparative data. This sample is comparing the spending of five countries in Europe. This means that you need to focus on the language of comparing and contrasting. Remember to also see if there is any way that you can group the data - this will help you to write a well-organized response.

You should spend about 30 minutes on this task.

The table illustrates the proportion of monthly household income five European countries spend on food and drink, housing, clothing and entertainment. Summarize the information by selecting and reporting the main features and make comparisons where relevant.

### Proportion of household income five European countries spend on food and drink, housing, clothing and entertainment.

	Food and drink	Housing	Clothing	Entertainment
France	25%	31%	7%	13%
Germany	22%	33%	15%	19%
UK	27%	37%	11%	11%
Turkey	36%	20%	12%	10%
Spain	31%	18%	8%	15%

#### Mode Answer

The table shows the amount of household income that five countries in Europe spend per month on four items. Overall, it is evident that all five countries spend the majority of their income on food and drink and housing, but much less on clothing and entertainment.

Housing is the largest expenditure item for France, Germany and the UK, with all of them spending around one third of their income on this, at 30%, 33% and 37%, respectively. In contrast, they spend around a quarter on food and drink. However, this pattern is reversed for Turkey and Spain, who spend around a fifth of their income on housing, but approximately one third on food and drink.

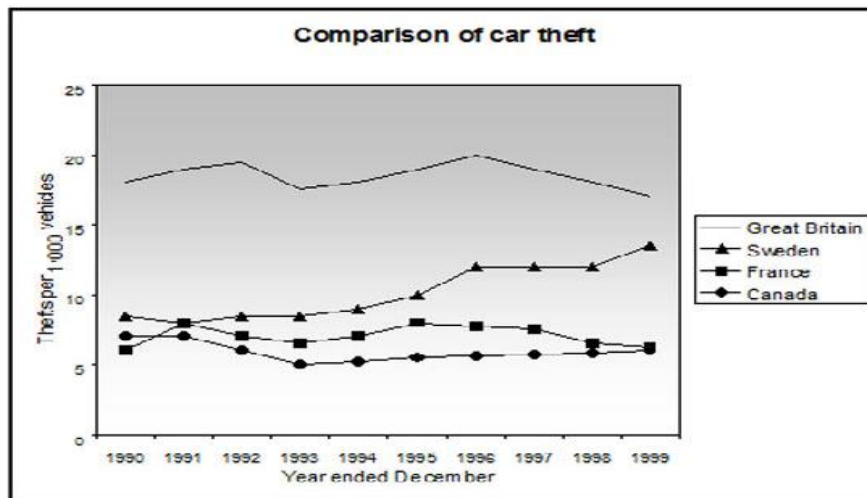
All five countries spend much less on the remaining two items. France and Spain spend the least, at less than 10%, while the other three countries spend around the same amount, ranging between

13% and 15%. At 19%, Germany spends the most on entertainment, whereas UK and Turkey spend approximately half this amount, with France and Spain between the two.

### D: LINE GRAPH

Continuing with line graph examples, this is an example of a line graph comparing car theft. You should spend about 20 minutes on this task. Write at least 150 words.

The line graph shows thefts per thousand vehicles in four European countries between 1990 and 1999. Summarize the information by selecting and reporting the main features and make comparisons where relevant.



### Model Answer

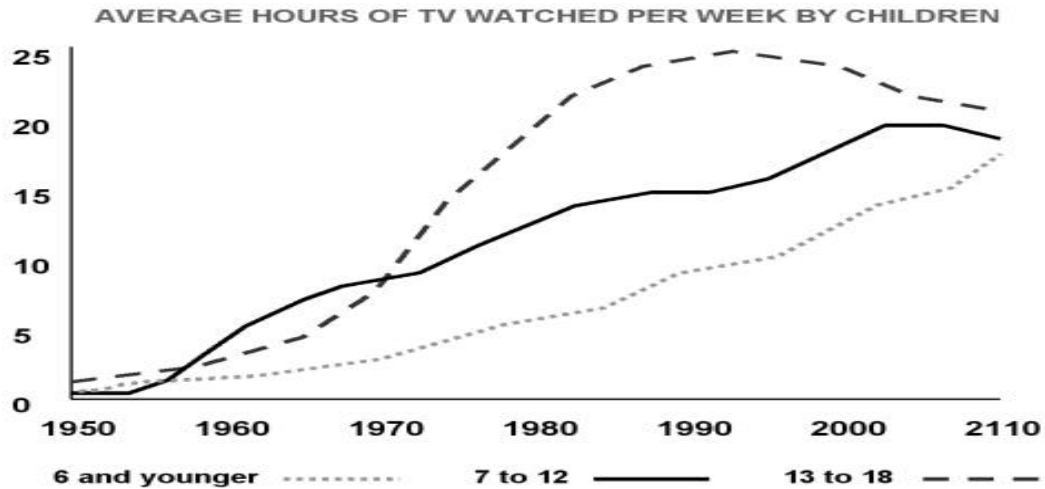
The line graph compares the number of car thefts per thousand of the population in four countries from 1990 to 1999. Overall, it can be seen that car thefts were far higher in Great Britain than in the other three countries throughout the whole time frame.

To begin, car thefts in Sweden, France and Canada followed a fairly similar pattern over the first five years, all remaining at between 5 and 10 per thousand. The general trend though for France and Canada was a decline in the number of vehicles stolen over the period, with both at around 6 in 1999. In contrast, Sweden experienced an upward trend, starting the period at approximately 8, and finishing at just under 15.

Interestingly, car thefts in Great Britain started at 18 per thousand, which far exceeded that of the other countries. It then fluctuated over the next nine years, reaching a peak of 20 thefts per 1000 in 1996, and ending the period slightly lower than where it began, at approximately 17 per thousand.

## DISCUSSION EXERCISES

**TASK 1.** The table shows the average number of hours of television watched per week by children from 1950 to the present day. Summarize the information by selecting and reporting the main features, and make comparisons where relevant. Write at least 150 words.



### PLAN

Paragraph 1: Describe the overall trend.

Paragraph 2: Describe the changes for each age group.

Paragraph 3: Conclude with a brief comment on the future developments suggested by the chart.

### Paragraph 1

The overall trend is a very significant increase in the amount of TV watched by children over this sixty year period. The figures for 1950s barely register on the chart, but sixty years later the average child is viewing for at least 17 hours a week.

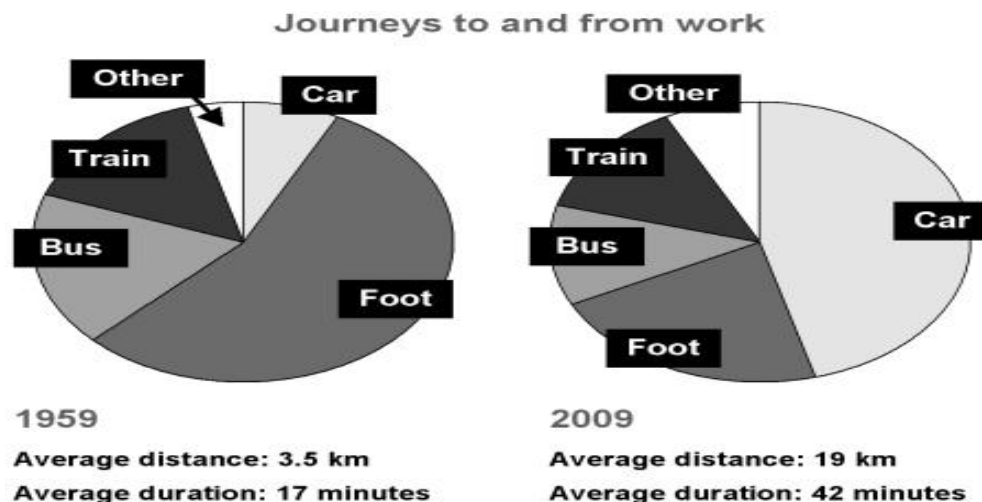
### Paragraph 2

TV watching for the 13 to 18 age group rose the most sharply, peaking at around 25 hours per week in 1990, and then going into decline. Viewing figures for the 7 to 12 age group increased almost as rapidly throughout the sixties, seventies and eighties, but continued to grow during the nineties and did not begin to tail off until around 2003. On average, the figure for the under-sixes increased at a slightly slower rate, but it is showing no signs of going into decline and looks as though it may be about to overtake the other categories.

### Paragraph 3

These figures suggest that viewing for older children has peaked, and will continue to decline. This may be due to competition from other forms of entertainment such the internet and computer games.

**TASK 2.** The table shows commuting statistics for 1959 and 2009. Summarize the information by selecting and reporting the main features, and make comparisons where relevant. Write at least 150 words.



### PLAN

Paragraph 1: Describe the major changes (journeys by car and on foot) and suggest reasons. to information in the charts.

Paragraph 2: Describe the minor changes (bus, train and other).

Paragraph 3: Comment on the changes in average distance and duration, & explain these with reference to information in the charts

### Paragraph 1

The major change between 1959 and 2009 is that journeys by car have greatly increased, while journeys on foot have substantially declined. In 1959 the majority of people walked to work, with only a small proportion driving. In 2009 the figures are almost reversed: nearly half of all journeys to work are by car while less than a quarter of people walk.

### Paragraph 2

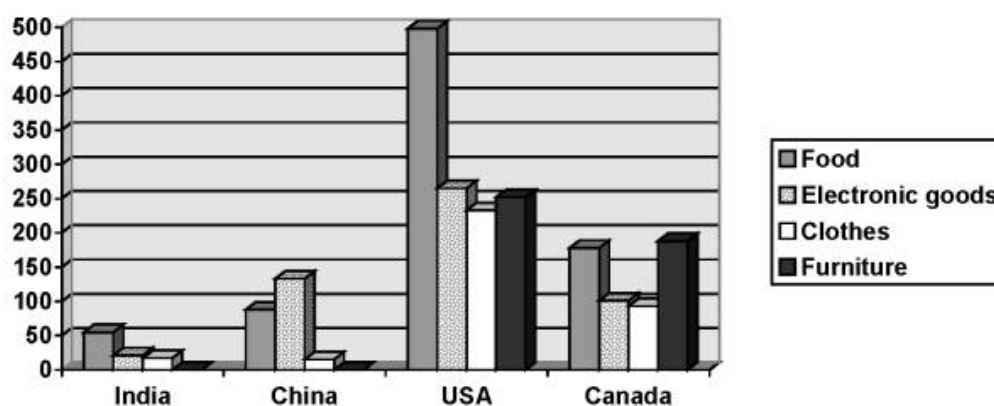
The use of bus and train have both declined slightly as a proportion of the total, but still account for around a quarter of journeys combined. The proportion of journeys by other means for transport (presumably bicycle, motorbike etc.) has increased slightly but not significantly.

### Paragraph 3

Both the distance and duration of the average commute have risen considerably. The average speed also appears to be greater, which is probably explained by the number journeys on foot having decreased as much as it has. The fact that the average speed has not gone up even further may be due to increased traffic congestion.

**TASK 3.** The chart below shows the total sales of chain of hypermarkets operating in four countries. Summarize the information by selecting and reporting the main features, and make comparisons where relevant. Write at least 150 words.

**2008 sales figures for a chain of hypermarkets (millions of US dollars)**



### PLAN

Paragraph 1: Begin with the US figures.

Paragraph 2: Explain the Canadian figures, and contrast them with the US figures.

Paragraph 3: Explain the Indian and Chinese figures, and contrast them with the US/Canadian figures.

### Paragraph 1

The highest turnover is very clearly in the US market, with annual sales of food worth just under 0.5bn USD. In this market, sales of electronics, clothes and furniture are evidently very important as well, with turnover for each of those amounting to nearly half the figure for food.

## Paragraph 2

The largest market outside the US is Canada, with sales of food, electronics and clothes coming to around a third of the US totals in each case. It would appear that this hypermarket chain is as well known for furniture as food in Canada, as sales of furniture exceed those of food by approximately 10%, almost reaching \$200m

## Paragraph 3

The operations in India and China seem relatively minor in comparison. The Indian stores took just over \$50m for food, and less than half that amount for electronics and clothes. The Chinese stores seem to be primarily associated with electronics, taking about 130m in that sector against \$90m for food and just \$10m or so for clothes. Neither the Indian nor the Chinese stores sold any furniture at all, so presumably did not stock it.

**TASK 4.** The table shows the examination grades achieved by pupils in a school. Summarize the information by selecting and reporting the main features, and make comparisons where relevant. Write at least 150 words.

### HIGHFIELD SENIOR SCHOOL EXAMINATION RESULTS, 2004 - 2009

GRADE	2004	2005	2006	2007	2008	2009
A	6%	9%	14%	17%	19%	5%
B	48%	52%	47%	49%	51%	35%
C	28%	26%	29%	26%	23%	33%
FAIL	18%	13%	10%	8%	7%	27%

### PLAN

Paragraph 1: Describe the trends from 2004 to 2008.

Paragraph 2: Describe how everything changes in 2009, contrasting it with the previous years.

Paragraph 3: Make a short concluding comment about how something must have gone wrong in 2009.



**Paragraph 1**

The general trend from 2004 to 2008 was one of gradual improvement. The number of B grades and C grades remained fairly constant at around 50 per cent and 25 per cent respectively, but the number of A grades increased significantly, more than trebling over six years. Meanwhile, by 2008 the number of fails had decreased to a little over a third of the 2004 figure, and was standing at just 7 per cent.

**Paragraph 2**

The picture changed dramatically in 2009, however. The number of A grades has dropped right down to 5 per cent, which is even lower than the 2004 figure of 6 per cent. B Grades are down to 35 per cent and C grades have risen to a similar figure. The worst news is that in comparison with 2004, the number of fails has almost quadrupled to 27 per cent.

**Paragraph 3**

Such a dramatic decline in student ability seems unlikely, and a more probable explanation is a problem with school or with the examination itself.

## FURTHER PRACTICE

**Task 1.** Complete this personal letter by putting a word or phrase from the box below in each space.

strength /love/ expectations / now/ woman /grown / yourself/ intelligent / research / believe/  
fulfilled /as/ beautiful/ knowledge / given / weaknesses / dreamt / emotionally/ needed/ explain /  
back/ angel/ wonderful/ arms/ eyes/ accident/ practices/ situation /yesterday/ wish / been/ control/  
always/ support/ troubles/ entire/ environment/ proudly/ amazing/ back/given

Dear \_\_\_\_\_,

I can't (1).....that my little (2).....is (3).....to be a  
(4).....21-year-old (5)..... It seems to me (6)..... it was just  
(7).....when your dad held you in his (8).....with tears in his  
(9).....

You have been a (10).....daughter, you have always (11).....all the  
(12).....of and what we (13).....of you. You have (14) .....a wonderful  
girl and (15).....a woman who is bold (16)..... and strong and understand the  
(17).....of others and know to take (18) .....of a (19).....

I can't (20).....how I and your (21).....feel about you.

You were (22).....there with us when we (23).....you. I still can't forget the  
(24).....you gave me when you dad met with an(25)....., you were there  
with me (26).....and I saw a very strong women in you. I hope you face all the  
(27)..... in future with confidence and (28)..... The only thing that I  
(29).....to tell you is do not spend your (30).....time in (31)  
.....look into the beauty of the (32).....,spend some time for  
(33).....as you will never get this time (34) .....again.

So, on your 21st birthday, I and your father can (35).....say that we were  
(36).....the best of our (37).....and best (38).....of life.

I and your dad wish you a very happy and (39)..... 21st birthday.

With full of (40).....,

Your Mom,

**Task 2.** Complete this personal letter by putting a word or phrase from the box below in each space.

anybody / world / back /each / keeping/ Sometimes/ finds/ and / great/ been/ things/ penning /since/ Anyways/ best/ spirits/ tips/ disturbing/ us/ happen /doing/ dreams / lines/ worried / share / write/ they/ vacation/ middle/ up/ touch/ Amazingly/ yourself/ work / about/ know/ keeping/ what/ heard / those/

Dear \_\_\_\_\_ ,

I hope this letter (1).....all of you in the (2) .....of health and (3)..... All of (4) ..... are also (5).....fine here. It has (6).....a very long time (7).....we met or wrote to (8) .....other. So I thought of (9).....down a few (10)..... to check (11).....with you. We just got (12).....from our (13).....to Thailand and had a (14).....time. We went to Phuket (15).....Bangkok.

(16)....., I think you must see (17).....places. If you (18).....to ever plan a holiday to that side of the (19)....., do let me (20).... .....and I shall give you (21)..... on sight seeing, shopping, etc.

I want to (22).....something that is (23).....me these days. Mom has not been (24).....good health and I am really (25).....for her (26). .....I see bad (27).....about mom and (28).....wake me up in the (29) .....of the night. I am sure you know (30)..... bad dreams I am talking (31).....

Please don't share this with (32).....and I know I can trust you on this.

(33).....,you say what is (34).... ..... with you and how is (35).....? I can see that it is (36).....you really busy, as I haven't (37) .....from you at all.

Give my love to your mom and dad and loads of love to you too.

Stay in (38).....and do (39).....!

Take care of (40) .....

Love,

VinhHoa

**Task 3.** Complete this letter by putting a word or phrase from the box below in each space.

annoying/ students/ however/ number/ faithfully/ peak/ away/ served /put /themselves/ bother/  
think/ queue/ ventilation/ normally/ could/ keep/ please/ plates/ queue/ eating/ friendly/ should/  
enough/ although/ deficiencies/ when/ provided/ around/ unfortunately/ too/ reasonable/ summer/  
good/ windows/ rubbish/ majority / cafeteria/ /college/ asking

Dear .....

I (1).....eat lunch at the (2).....cafeteria because it is (3).....priced, convenient and it has a (4).....atmosphere.

There are, (5) ....., a number of (6) .....which I think should be (7) .....right.

Firstly, (8) .....the staff try to (9) .....the tables clean, there are not (10) ..... workers at(11) .....times to clear their tables (12) .....then they have finished (13) .....

(14).....some students do not (15) .....to do this. Also, there are a (16) .....of (17) .....who do not wait in the (18)..... to be (19) ....., which is very(20)..... for the (21) .....of us. Finally, I think the (22) .....could have better (23) .....as it gets (24) .....hot especially in the (25).....

I (26).....it would be a (27) .....idea if more signs were put (28).....the cafeteria (29).....students to put their dirty (30) .....and cutlery on the trolleys (31) .....and to throw (32).....their leftovers and (33).....

Also, I think we (34) ..... tell students (35).....they are being anti-social and jumping the (36) .....

Finally, (37)..... we (38).....have a few (39) .....open when things get too hot?

Yours (40).....

**Task 4** :A good friend of yours has asked you to look at a school where she is thinking of sending her son next year. After your visit you made some notes and now you are going to write her a letter. You must use all the words in the notes but not necessarily in the same order and you may add words and change the form of the words where necessary.

a/ school / modern / built about 5 years ago / several buildings/ large grounds, trees.

---

b/ met headmistress / showed classrooms and laboratories.

---

c/ twelve large classrooms / windows overlooking grounds / light and airy

---

d/ biology and physical science laboratories / well equipped, latest gadgets.

---

e/ swimming pool heated / swimming all year

---

f/ interested and friendly staff / good relations children

---

g/ pupils happy and quiet – very surprised / good discipline

---

h/ no time to see where children live / headmistress said children settle down quickly

---

i/ staff take care children / make happy secure / recommend school

---

**Task 5:** You have had a very unsatisfactory holiday in Greece with your family and you are going to write to the travel company to complain. While you were away you kept some notes to remind you of the problems and now you are going to write a letter to the travel company. You must use all the words and change the form of the words where necessary.

a/ Kephallonia Travel Ltd / two weeks / July / Gatwick Airport

---

b/ plane delayed / four hours / no information / unhelpful airport staff.

---

c/ flight uncomfortable / cool food / air hostess rude

---

d/ landed midnight / no bus / taxi expensive / hotel closed

---

e/ hotel manager grumpy / room not ready / no hot water

---

f/ breakfast inadequate / only coffee / bread stale

---

g/ hotel far from beach / beach dirty / only one restaurant

---

h/ weather very hot / rooms lacked air-conditioning / mosquitoes

---

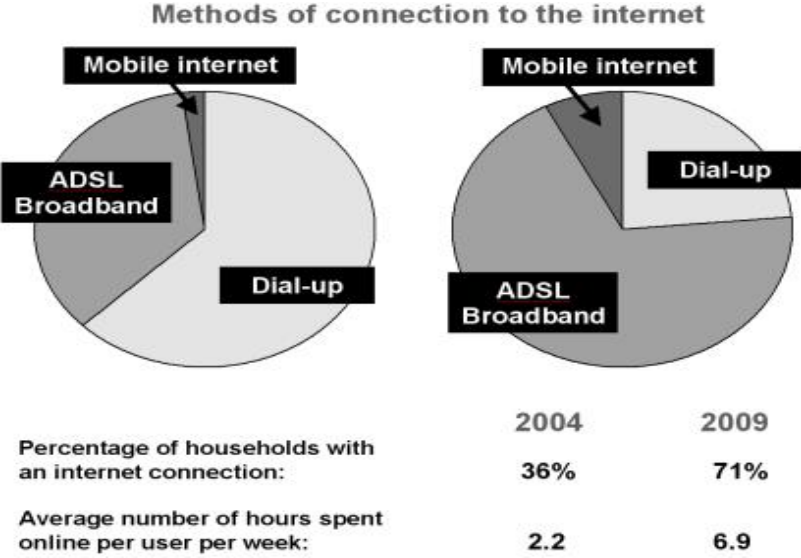
i/ dreadful holiday / explanation required / money back

---

**TASK 1:** The graphs below show the average retirement ages in France and the United Kingdom over a fifty-year period. Summarize the information by selecting and reporting the main features and making comparisons where relevant. Write at least 150 words.

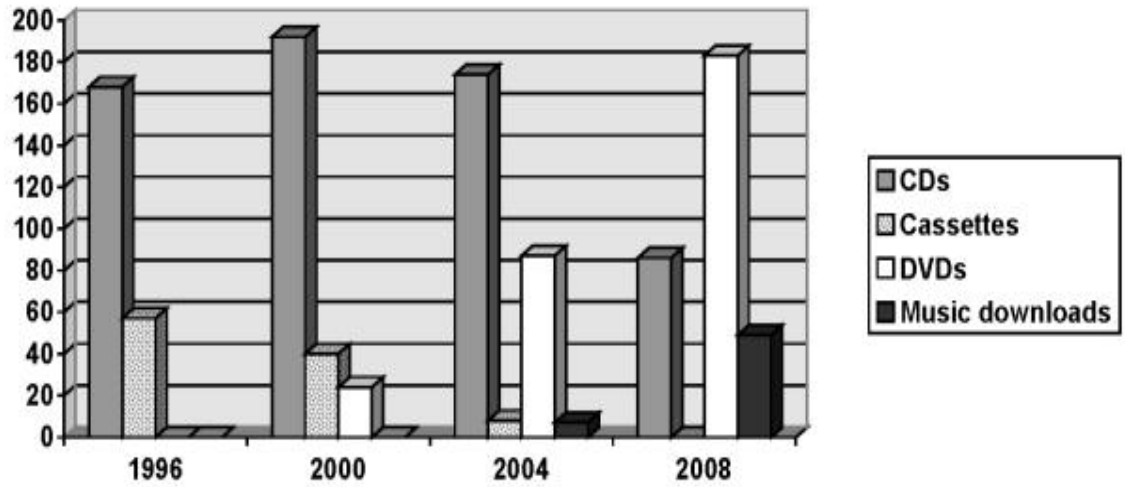


**Task 2:** The charts and figures below refer to internet usage in a developed Asian country. Summarize the information by selecting and reporting the main features and making comparisons where relevant. Write at least 150 words





**Task 3:** The chart below show sales of CDs, cassettes, DVDs and digital music downloads for a chain of media stores in Australia. Figures in millions of Australian dollars (AUD). Summarize the information by selecting and reporting the main features and making comparisons where relevant. Write at least 150 words.



**Task 4:** The table below shows the average week rents paid by students in four European countries. Summarize the information by selecting and reporting the main features and making comparisons where relevant. Write at least 150 words.

**AVERAGE WEEKLY RENTS PAID BY STUDENTS, 2005 - 2009 (ALL FIGURES IN EUROS)**

	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>GERMANY</b>	71	72	72	69	68
<b>FRANCE</b>	58	59	61	61	66
<b>ITALY</b>	43	48	52	51	52
<b>SPAIN</b>	37	38	40	47	52

## FURTHER READING

### VOCABULARY OF BUSINESS LETTERS

<b>Salutation</b>	<ul style="list-style-type: none"><li>• Dear Mr. Brown,</li><li>• Dear Ms. White,</li><li>• Dear Sir,</li><li>• Dear Madam,</li><li>• Dear Sir or Madam,</li><li>• Gentlemen,</li></ul>
<b>Starting business letters</b>	<ul style="list-style-type: none"><li>• We are writing<ul style="list-style-type: none"><li>- to inform you that ...</li><li>- to confirm ...</li><li>- to request ...</li><li>- to enquire about ...</li></ul></li><li>• I am contacting you for the following reason...</li><li>• I recently read/heard about... and would like to know ....</li><li>• Having seen your advertisement in ..., I would like to ...</li><li>• I would be interested in (obtaining / receiving) ...</li><li>• I received your address from ----- and would like to ...</li></ul>
<b>Referring to previous contact</b>	<ul style="list-style-type: none"><li>• Thank you for your letter of March 15.</li><li>• Thank you for contacting us.</li><li>• In reply to your request, ...</li><li>• Thank you for your letter regarding ...</li><li>• With reference to our telephone conversation yesterday...</li><li>• Further to our meeting last week ...</li><li>• It was a pleasure meeting you in London last month.</li><li>• I enjoyed having lunch with you last week in Tokyo.</li><li>• I would just like to confirm the main points we discussed...( on Tuesday.)</li></ul>
<b>Making a request</b>	<ul style="list-style-type: none"><li>• We would appreciate it if you would ...</li><li>• I would be grateful if you could ...</li><li>• Could you please send me ...</li><li>• Could you possibly tell us / let us have ...</li></ul>

	<ul style="list-style-type: none"> <li>• In addition, I would like to receive ...</li> <li>• It would be helpful if you could send us ...</li> <li>• I am interested in (obtaining / receiving) ...</li> <li>• I would appreciate your immediate attention to this matter.</li> <li>• Please let me know what action you propose to take.</li> </ul>
<b>Offering help</b>	<ul style="list-style-type: none"> <li>• Would you like us to...?</li> <li>• We would be happy to ...</li> <li>• We are quite willing to ...</li> <li>• Our company would be pleased to ...</li> </ul>
<b>Giving good news</b>	<ul style="list-style-type: none"> <li>• We are pleased to announce that ...</li> <li>• I am delighted to inform you that..</li> <li>• You will be pleased to learn that ...</li> </ul>
<b>Giving bad news</b>	<ul style="list-style-type: none"> <li>• We regret to inform you that ...</li> <li>• I'm afraid it would not be possible to ...</li> <li>• Unfortunately we cannot / we are unable to ...</li> <li>• After careful consideration we have decided (not) to ...</li> </ul>
<b>Complaining</b>	<ul style="list-style-type: none"> <li>• I am writing to express my dissatisfaction with ...</li> <li>• I am writing to complain about ...</li> <li>• Please note that the goods we ordered on (date) have not yet arrived.</li> <li>• We regret to inform you that our order N<sup>0</sup> ..... is now considerably overdue.</li> <li>• I would like to query the transport charges which seem unusually high.</li> </ul>
<b>Apologizing</b>	<p>We are sorry for the delay in replying to ...</p> <p>I regret any inconvenience caused (by) ...</p> <p>I would like to apologize for the (delay, inconvenience)...</p> <p>Once again, please accept my apologies for ...</p>
<b>Orders</b>	<p>Thank you for your quotation of ...</p> <p>We are pleased to place an order with your company for..</p> <p>We would like to cancel our order N<sup>0</sup> .....</p> <p>Please confirm receipt of our order.</p> <p>I am pleased to acknowledge receipt of your order N<sup>0</sup> .....</p> <p>Your order will be processed as quickly as possible.</p> <p>It will take about (two/three) weeks to process your order.</p>

	<p>We can guarantee you delivery before ...(date)</p> <p>Unfortunately these articles are no longer available / are out of stock.</p>
<b>Prices</b>	<p>Please send us your price list.</p> <p>You will find enclosed our most recent catalogue and price list.</p> <p>Please note that our prices are subject to change without notice.</p> <p>We have pleasure in enclosing a detailed quotation.</p> <p>We can make you a firm offer of ...</p>
<b>Referring to payment</b>	<p>Our terms of payment are as follows ...</p> <p>Our records show that we have not yet received payment of ...</p> <p>According to our records ...</p> <p>Please send payment as soon as possible.</p> <p>You will receive a credit note for the sum of ...</p>
<b>Enclosing some documents</b>	<p>I am enclosing ...</p> <p>Please find enclosed ...</p> <p>You will find enclosed ...</p>
<b>Closing remarks</b>	<p>If we can be of any further assistance, please let us know.</p> <p>If I can help in any way, please do not hesitate to contact me.</p> <p>If you require more information ...</p> <p>For further details ...</p> <p>Thank you for taking this into consideration.</p> <p>Thank you for your help.</p> <p>We hope you are happy with this arrangement.</p> <p>We hope you can settle this matter to our satisfaction.</p>
<b>Referring to future business</b>	<p>We look forward to a successful working relationship in the future.</p> <p>We would be (very) pleased to do business with your company.</p> <p>I would be happy to have an opportunity to work with your firm.</p>
<b>Referring to future contact</b>	<p>I look forward to seeing you next week.</p> <p>Looking forward to hearing from you, ...</p> <p>Looking forward to receiving your comments,</p> <p>I look forward to meeting you on the (date).</p>

	<p>I would appreciate a reply at your earliest convenience. An early reply would be appreciated.</p>
<p><b>Ending business letters</b></p>	<p>Sincerely, } Yours sincerely,} for all customers / clients Sincerely yours,}  in more formal letters  Yours faithfully, (Know the name of the recipient)  Respectfully, Yours truly, With appreciation, With gratitude,  Regards, for those you already know and/or with whom you have a working relationship</p>

## SOME BUSINESS LETTER SAMPLES

### Business Letter - Invitation Letter – Sample

**Invitation Letter:** Business invitation letter is formal and generally short in length letter. Subject must be clear and written in simple and easy to understand language. The content of the letter should also be simple and easy to understand. Proper use of simple words makes more impact on reader. Tone of conversation should be polite and requesting as you are inviting people to your place. As it is a formal letter it must be outlined and well organized. You must use all the presentation tools to make it more attractive. Below you can find the sample business letter – invitation letter.

International School of Brussel  
420 Main Street  
Rue du Midi 76-82  
1000 Brussels  
27<sup>th</sup> October, 2009

To,  
Mrs. W Williams  
President  
Fremineur Medical  
Place Saint-Jean 10  
1000 Brussels (Brussel)

Subject: Invitation to join us on a creative event on unemployment

Dear Mrs. Williams,

My name is Suji Harris and I am writing this letter on behalf of the students at International School of Brussel. We would like to invite you to come and attend an extraordinary event being held at our school- International School of Brussel in a week's time.

A major amount of the students at International School of Brussel have been working on this event, which narrates to the unemployment problem facing by the youth demographic of Brussels. You are invited to come and attend a presentation ceremony that will be held at media room - of International School of Brussel. There must be variety of options and proposals that will display the ability of the society to develop opportunities for employment for the youth within the society.

As you are one of the well-known figures in the society, the International School of Brussel would be honored by your presence. Please reply me by Saturday 30<sup>th</sup> of October, 2009 to confirm your presence at the event.

We look forward to get positive response from your side.

Sincerely,  
Signature  
Ms. Suji Harris

Sample Meeting Request Letter: Cosponsor H.R. 5638

**Date**

The Honorable **INSERT FIRST/LAST NAME**  
United States **House of Representatives/Senate**  
**Room Number and Office Building**  
Washington, DC 20515/20510

Dear **Representative/Senator LAST NAME:**

As a constituent who lives in **[City, State]**, I am writing to respectfully request a meeting with you about H.R. 5638, a critical bill recently introduced by your colleague, Representative Zoe Lofgren (CA-16). I am hopeful that your schedule will permit us an opportunity to meet sometime in MONTH when you are home so we can become acquainted and discuss issues affecting the people of our state.

H.R. 5638 would amend Title 35, U.S. Code (Patents) to provide design patent exemption for alternative repair parts used for the purpose of repairing a vehicle to its original appearance. This important legislation will preserve competition in the automotive aftermarket parts and repair industry, providing protection for millions of consumers.

For your constituents already feeling the squeeze from soaring gas prices during daily commutes, this proposed legislation will help to keep the costs of repairs down by guaranteeing the availability of affordable, quality alternatives for vehicles following collisions. H.R. 5638 is a win for consumers in **[INSERT YOUR STATE]** and for the state's aftermarket industry.

I will follow-up with your staff shortly to schedule a meeting with you at a time when you will be home visiting our area. Thank you very much for your attention to my correspondence and for your consideration of this request. I look forward to meeting with you and to building a strong working relationship.

Sincerely,

**FIRST NAME LAST NAME**  
**STREET ADDRESS**  
**CITY, STATE ZIP**  
**PHONE NUMBER/EMAIL**



### **Sample Complaint Letter**

Your name  
Your address  
Today's date

Business name and address

Dear Sir/Madam:

On (date of the contract), I purchased (rented or leased) a (product or service) from you: model xyz, at a price of...(give as much detail as possible – include model or other identifying numbers that might apply).

The purchase agreement was made at your store located at (give details about the location of the store, the person you dealt with and any particular or relevant representations made to you about the product, goods or services).

Describe the problem here.

Then state exactly what you want from the business.

I look forward to your immediate reply. You can contact me at my home telephone number at...(Conclusion: indicate that you are expecting an early response/resolution to/of your complaint and your emergency and/or other contact information.)

Yours truly,

Sign the letter and send it by registered mail, fax or courier.

**65 Market Street  
Val Haven, CT 95135 June 30, 2004**

**Customer Service  
Cool Sports, LLC  
8423 Green Terrace Road  
Asterville, WA 65435**

**Dear Sir or Madam:**

**I have recently ordered a new pair of soccer cleats (item #6542951) from your website on June 21. I received the order on June 26. Unfortunately, when I opened it, I saw that the cleats were used. The cleats had dirt all over it and there was a small tear in front of the part where the left toe would go. My order number is AF26168156.**

**To resolve the problem, I would like you to credit my account for the amount charged for my cleats; I have already went out and bought a new pair of cleats at my local sporting goods store so sending another would result in me having two pairs of the same cleats.**

**Thank you for taking the time to read this letter. I have been a satisfied customer of your company for many years and this is the first time I have encountered a problem. If you need to contact me, you can reach me at (555) 555-5555.**

**Sincerely,**

***Signature***

**Ken Thomas**

# ROCKETLAWYER Sample

Dorian Rothschild  
60 Arthur St.  
San Rafael, CA 94901

April 17, 2012

Rob Mackabee  
Personnel Director  
Initech Corporation  
440 Montgomery St.  
San Francisco, CA 94103

Dear Rob Mackabee:

This letter confirms our conversation of April 04, 2012, in which you extended an offer of employment to me as Credit Manager. I am pleased to accept your offer which I understand to be based on the following terms and conditions:

The responsibilities of the job are outlined in Exhibit A.

I plan to begin work on June 01, 2012, and I will contact you as my plans unfold to confirm the starting date. As you mentioned in our conversation, I shall report directly to George Lazen as my Treasurer.

You indicated that the beginning rate of compensation will be an annual salary of \$344,000.00.

I understand that in accordance with your policies, you will reimburse me for the following out-of-pocket expenses from time to time:

- travel expenses
- meals
- postage
- cost of job-related seminars

I also understand that I will be entitled to the following benefits in accordance with your policies, and after meeting the applicable eligibility requirements, if any:

- pension plan
- profit-sharing plan
- health insurance
- life insurance
- disability insurance

It is my understanding that I will be entitled to 5 weeks of paid vacation for each year of employment in accordance with your usual



Create this document with step-by-step instructions at [RocketLawyer.com](http://RocketLawyer.com)



**Westinghouse  
Electric Corporation**

Patent Department  
Pittsburgh Pennsylvania 15235

Mr. Stanley V. Byers  
42823 Lido Park  
Fremont, CA 94538

February 26, 1980

Dear Mr. Byers:

This is to acknowledge your letter of February 14, 1980, to Mr. Kirby.

Before submitting this matter to our appropriate management people for determination of their interest, I would like to propose that any disclosure of information by you to representatives of Westinghouse is to be on a non-confidential basis and that such information is received by Westinghouse with no obligation whatsoever.

If the foregoing understanding is acceptable to you, please so indicate by signing and returning the acceptance provided on the extra copy of this letter.

Please send also a copy of your technical paper, "Energy Pressure Theory of Unified Force" for our review if the above understanding is acceptable to you.

In any event, we appreciate your giving Westinghouse an opportunity to consider this matter.

Very truly yours,

B. J. Ambrose, Manager  
Administrative Services

BJA:bah

ACCEPTED:

\_\_\_\_\_  
Signature

Date \_\_\_\_\_

Dixie Cleverelle  
SavbizCor Ltd  
28 Green St., Suite 14  
Upstate, NY 10947

October 27, 2006

Ms. Margaret Edwards  
Barnelli Ltd  
48 Stanstead Road  
London SE27 1HF

For the Attention of Financial Manager

Dear Ms. Edwards:

I wanted to take this opportunity to thank you for the excellent job you did in arranging financing for our project. We appreciate the fact that you made yourself available for discussion seven days a week. We were impressed by your thorough knowledge of financing and investment banking.

We have been dealing with our new financial institution for about a week now. The advantages of association with this institution are already apparent. I feel as though we have taken a quantum leap forward in progress.

I would not hesitate to retain your services again and to recommend your firm to any company seeking the best representation.

Sincerely yours,

*D. Cleverelle*

Dixie Cleverelle,  
President

*Savvy-Business-Correspondence.com*

John Doe  
Drink Access Inc.  
40F Manhattan  
New York 90230

6 November 2012

Ms. Maria Gomez  
Pure Water Inc.  
18 Red Blvd  
New Jersey 67869

Dear Ms. Maria,

I would like to take this opportunity to thank you for being our business partner in more than decade.

It is our honor to become a partner with your organization that has good reputation, expertise and experience in food and beverage industry.

We have been sharing success in our business and I, on behalf of the Drink Access Inc. express hope that this business relationship between the two firms extends until the horizon in the forthcoming years.

Thank you.

Yours Sincerely,

A handwritten signature in cursive script that reads "John Doe".

John Doe,  
President

11<sup>th</sup> September 2011

Tang HuiXin  
Blk 888 Pasir Ris St 88  
#08-888  
Singapore 888888  
+65- 88888888  
tanghuixin@email.com

Professor Tommy Koh  
School of Design and Environment  
National University of Singapore

Subject: Application for Master's Degree in Environmental Management

Dear Professor Koh,

I am writing this letter so as to seek admission for the Master Degree Programme in Environmental Management, which is hosted by School of Design and Environment at the National University of Singapore. I am currently pursuing a degree at the Faculty of Science (Life Sciences), with the option of specialising in Environmental Biology. My passion and dedication in matters related to the environment have strongly influenced my decision to gain admission to this graduate programme.

My main goal is to improve the condition of our environment without compromising the quality of living. I feel that this graduate programme at the National University of Singapore is the most suitable institution for me to achieve this goal. Although I am currently lacking in relevant skills and working experience in the field of Environmental Management, my degree in Life Sciences with a Specialisation in Environmental Biology provides me with the groundwork and knowledge needed for the Masters Programme. In addition, as a Student Councilor at Meridian Junior College has honed my leadership and team management skills. This will enable me to spearhead any future research related to the environmental field during my course of study.

Despite my inexperience in the field of Environmental Management, I hope that my background in Environmental Biology, coupled with my passion in the environment, will make me a suitable candidate for this graduate programme. For your reference, I have also attached my resume. Do contact me if you require any additional information. I hope to hear from you soon regarding my application.

Thank you for considering my application.

Sincerely,

*SIGNATURE*

Tang HuiXin

## **Sample letter for application for work experience**

'Cut and paste' this letter as a template for your application for work experience.

---

(Your address)  
(Date)

(Address of business)

Dear (TITLE + NAME),

### **Work Experience, N.th – N.th July 200...**

I am a 16 year old student at Alcester Grammar School in the first year of my A levels in (SUBJECT, SUBJECT, SUBJECT, SUBJECT) and AS (SUBJECT). I have a great interest in (SUBJECT / CAREER) and am seriously considering it as my chosen career path and am presently looking into university courses offered in the field.

This week of work experience is intended to provide an insight into the field and what it is really like. From the week I hope to gain that very insight to tell me if the (SPECIFIC JOB AREA / DESCRIPTION) is the path I really want to follow.

I would very much appreciate it if you would consider whether your company would be able to offer me a suitable placement during the week (Nth – Nth July).

If you have any queries please contact me at the above address, e-mail: (EMAIL ADDRESS) or tel: (YOUR HOME NUMBER).

Thanking you in anticipation,

Yours sincerely

(YOUR SIGNATURE)  
(NAME)



## APPLICATION LETTER

××× Nguyen Trai St.,  
Dist 1, Ho Chi Minh City.  
June. 18, 2006

Vietnam Recruiter Inc.  
××× Nguyen Thi Minh Khai St., Dist 3,  
Ho Chi Minh City

Dear Human Resource Manager:

I am applying for the position of Sales Executive, which was advertised on Aug. 4 with the career services center at ××× University. The position seems to fit very well with my education, experience, and career interests.

According to the advertisement, your position requires excellent communication skills, computer literacy, and a B.S. degree in business, economics, or finance. I will be graduating from ××× University this month with a B.S. degree in finance. My studies have included courses in computer science, business administration, speech communications, and business writing. I understand the position also requires a candidate who is team- and detail-oriented, works well under pressure, and is able to deal with people in departments throughout the firm. These are skills I developed both in my course work and in my recent internship at United Distribution Inc. in Ho Chi Minh City.

My background and goals seem to match your requirements well. I am confident that I can perform the job effectively, and I am excited about the idea of working for a dynamic, nationally recognized human resource firm.

If you would like to schedule an interview or otherwise discuss my interest in this position, please call me at 095××××××. I will be available at your convenience.

Thank you for your consideration.

Sincerely,

*Nguyen Ngoc Thai*

Torque Earnest  
Jolly Urchins Mansion,  
Mermaid Arena, Residential Lines - 8,  
New York City.  
torque.earnest@inmail.com  
Contact Number - (787) 0000 787

03/16/2011

Kingsley Ernest  
Human Resources Manager  
Human Resources Department  
Central School New York City Branch  
The Children's Arena, Clerical Lines - 13,  
New York City.

Re: Application for the post of Admissions Clerk

Mr. Ernest,

I write this letter with respect to the notice posted online on your official website, [centralschoolnewyorkcitybranch.com](http://centralschoolnewyorkcitybranch.com), regarding the vacant and available post of Admissions Clerk. I am an efficient, enthusiastic and an honest person with good analyzing and organizational skills. I have sound experience in the requirements needed by you in your prospective employees, with a four year experience to offer. You can consider me as your chosen and suitable candidate with confidence. Please have a look at my documents attached herewith. Thank you for your consideration.

Sincerely Yours,  
Signature Torque Earnest.

**Enclosures:**

1. Resume
2. Letter of Recommendation
3. Experience Letter
4. Relieving Letter
5. Copies of Identity Proof
6. Copies of Address Proof
7. Educational Certificates
8. Copies of Latest Salary Slip

## JOB APPLICATION LETTER

**Quik Information (your name)**

**65/A-II, behind Madina Masjid**

**Faisal Town, Lahore**

**10-02-2014**

**The Citizens Foundation, Pakistan (To whom you are writing)**

Dear Sir,

I am writing to express my interest in the position you have advertised for a Teacher advertised in the Jang news paper on 26 January 2014.

I am a teacher and have experience in relative field. After viewing your ad in newspaper, I am fitting on the description that you mentioned in your advertisement. I am interested in the mentioned job and hence applying for this. I can offer employer honesty and reliability and a commitment to learning the necessary skills to succeed within this field of work. I have very good communication skills and demonstrated my qualities as a valuable employee through my past work placements. I am a hardworking person and would enjoy working in your company as part of a team, or in an autonomous role. My interested locations are Alama Iqbal town and Multan Road.

Please find attached my current resume that gives further details on my skills and experience. I can be contacted on XXXX-XXXXXXX to arrange a suitable time for an interview.

Thank you for considering my application and I look forward to meeting with you soon.

Yours faithfully,

**Quik Information (Your name)**

## REFERENCES

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