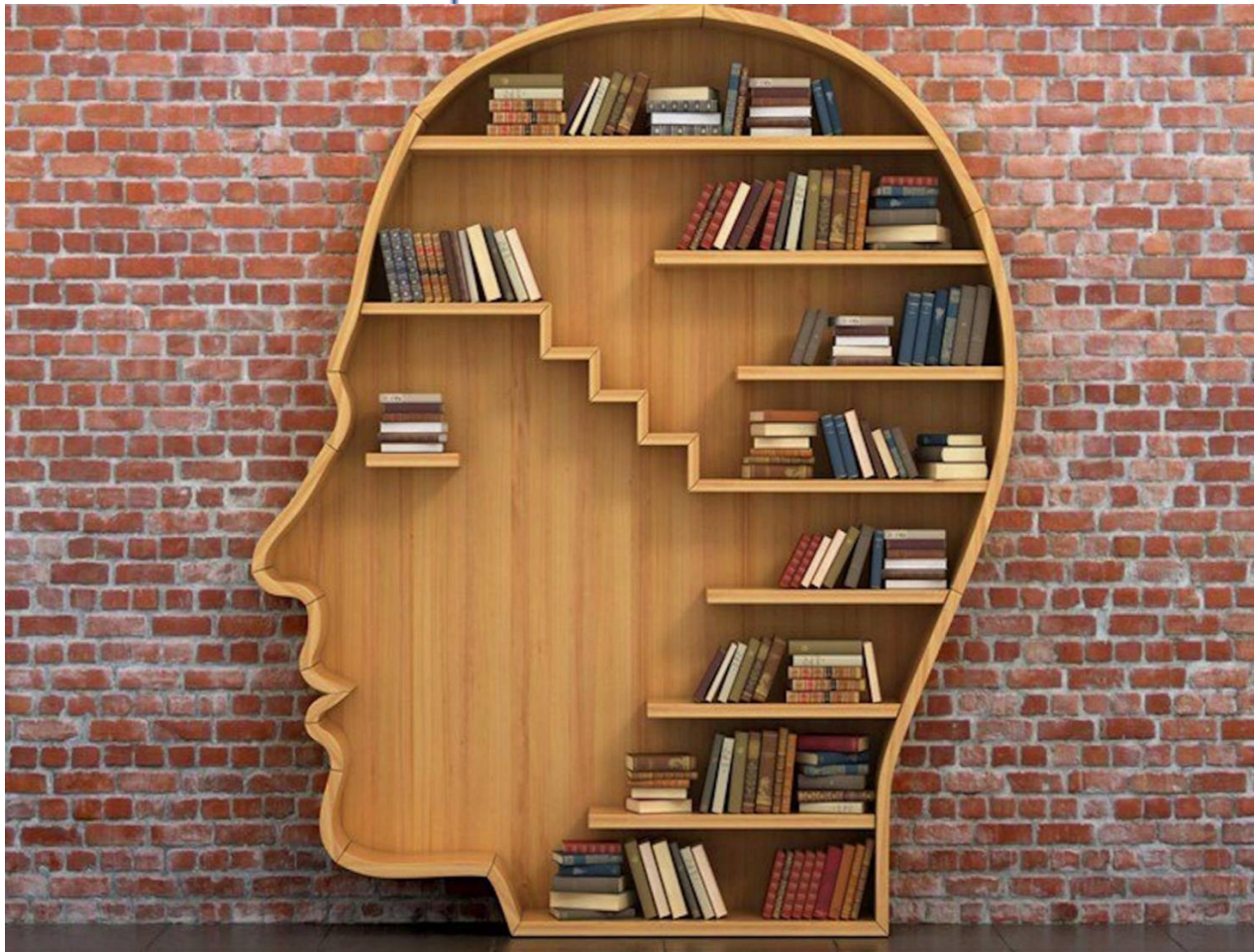


English Functional Skills



Prison Education



Work Pack 2 Writing

Candidate Name:

Date Received:

Date Returned:

Date Marked:

How To Write Notes And Messages

Ask someone to read this with you if you need to.

WHAT IS A NOTE/MESSAGE?

A note or message is a way of giving someone else information in the shortest way you can.

WHAT SHOULD YOU PUT IN YOUR NOTE/MESSAGE?

- The name of the person it is to
- The things you need them to know
- The name of the person it is from

WHEN YOU WRITE A NOTE OR A MESSAGE YOU ONLY NEED TO USE A FEW WORDS. MOST MESSAGES AND NOTES ARE WRITTEN QUICKLY.

When you write a note or a message:

- you don't need to write in complete sentences
 - you can shorten words if you want to
 - make sure you use key words
 - don't worry too much about the spelling or punctuation
-

YOU DON'T NEED TO WASTE TIME WRITING FULL SENTENCES.

The following messages are far too long and wordy.

Message 1

Dear George

I have decided to go to the doctor's as I haven't felt well all day. I have a very bad headache with a pain right round my forehead. I don't think I'll have to wait long as I have an appointment and Dr. Murphy is so efficient anyway. So I hope to be back at 6.30pm to do your tea. What would you like?

Love from Mary

Message 2

Dear Dorcas

A very nice man from the catalogue company on West Street, Littlewoods, called at 2.30pm, just after the gas man had read the meter. He left rather a large parcel for you. It looks very interesting. I've been trying to guess what's in it. I've put it safely in the cupboard, out of the way of the children. I'm going shopping down to that new precinct in town, but I should be back by six depending on the buses, of course. You can call for it when you see the light on.

See you later

Hetty

All you need are the **key words**. Try underlining them in the messages and then write those words down.

It should look something like this:

Message 1

George

Gone to doctors. Have appt. Back 6.30

Mary

Message 2

Dorcas

*Parcel came from Littlewoods. I'll be back after 6, call
for it then.*

Hetty

Before you write a note or a message, think about what you want to say. Write down **key words**.

Think about:

- Names
 - Times
 - Places
 - Things
 - Addresses
 - Phone numbers
-

Ask yourself if you have missed anything.

Make the **key** words into a message.

e.g. Saeed out dinner oven back 7.15 Khadra

Saeed

Gone out. Dinner in oven. Back 7.15pm.

Khadra

DON'T FORGET

- Use key words
 - Keep it short
 - Make sure you write the name of the person it is to, at the top
 - Make sure you write your name at the bottom
-

WRITING NOTES AND MESSAGES 1



Before you start, read the 'How To Write Notes And Messages' sheets.

Choose one of the ideas below.

On a piece of paper or a word processor:



Write a note using some of the words below:

1 rang meet pub 9 o'clock late

Write a note using some of the words below:

2 garage car pick up tomorrow ring
brakes

Write a note using some of the words below:

3 baby sick doctor ear

Write a note using some of the words below:

4 college sick flu next
week



Check the note.

Underline any words you are not sure of.



Ask a tutor to check your work.



Make a note of any words you are not sure of.

Discuss your work with a tutor and decide what you need to work on next.



WRITING NOTES AND MESSAGES 2



Before you start, read the 'How To Write Notes And Messages' sheets.

Choose one of the ideas below.

On a piece of paper or a word processor:



Write a note using some of the words below:

1 oven dinner back o'clock your

Write a note using some of the words below:

2 letter post later stamp post office
 tonight

Write a note using some of the words below:

3 cat vet needle 10 o'clock money

Write a note using some of the words below:

4 gone town shoes back 5 o'clock



Check the note.

Underline any words you are not sure of.



Ask a tutor to check your work.



Make a note of any words you are not sure of.

WRITING NOTES AND MESSAGES 3



Before you start, read the 'How To Write Notes And Messages' sheets.

On a piece of paper or a word processor, write these notes:

- 1 You have gone to visit a friend in hospital. Leave a note for your family to let them know where you are and when you will be back.



- 2 You have gone to see your neighbour but s/he is not in. Leave a note to say you have been and why and will call back later.

Include names, times and places as appropriate.



Check your work.

Discuss your work with a tutor and decide what you need to work on next.



WRITING NOTES AND MESSAGES 4



Before you start, read the 'How To Write Notes And Messages' sheets.

On a piece of paper or a word processor, write these notes:

- 1 You are going on holiday for 2 weeks. Leave a note for the window cleaner to say when you are going and when you will be back.



- 2 You are expecting a delivery of some flags for your garden. You have to pop out. Leave a note to say how long you will be and where to leave the flags.

Include names, times and places where appropriate.

☐ ☐ Check your work.



WRITING NOTES AND MESSAGES 5



Before you start, read the 'How To Write Notes And Messages' sheets.

On a piece of paper or a word processor, write these messages:

You have had a phone call with an urgent message for a member of the family. You have to go out.

Leave a message for:

- 1 your partner whose friend has tickets for either a show or a football match and needs to know if s/he can go.



- 2 your teenage daughter/son whose friend wants to let her/him know where to meet up with everyone later.

Include names, times and places where appropriate.

□□ Check your work.

Discuss your work with a tutor and decide what you need to work on next.



WRITING NOTES AND MESSAGES 6

Before you start, read the 'How To Write Notes And Messages' sheets.



On a piece of paper or a word processor, write these messages:

You have had a phone call with an urgent message. You have to go out. Leave a message for:

- 1 Your Mum/Dad to tell them when to meet your sister/brother off the London train.



- 2 One of the people in the house where you live. A friend has phoned with details of a holiday and needs to know whether to book it or not.

Include names, times and places where appropriate.

☐ ☐ **Check your work.**



How To Write Formal Letters

WHAT IS A FORMAL LETTER?

Formal letters are usually written to people you don't know. For example you may write a formal letter to:

- complain
- apply for a job
- reply to a formal letter you have received

STYLE/LANGUAGE

A formal letter is not personal. It needs to give the information you are wanting to give in the shortest, clearest way possible. You need to use language that is business-like but clear.

EVERY PIECE OF WRITING SHOULD HAVE A BEGINNING, A MIDDLE AND AN END.

When writing formal letters:

- the beginning is called - the introduction
- the middle is called - the main body
- the end is called - the conclusion

This worksheet will help you to plan your writing and organise your ideas for a formal letter. The areas covered are:

- 1 Layout
- 2 Brainstorming
- 3 Greetings and Endings
- 4 Organising Ideas
- 5 Introductions
- 6 Main Body
- 7 Conclusions
- 8 Proof Reading, Editing and Redrafting.

1 LAYOUT

Look at the letter below. It is a short letter of complaint. Pay particular attention to the layout of the letter.

16 High Street Fazakerley Liverpool L14 3QT	←	your address
1 st January 2000	←	date
The Manager Spencer Fashions High Street London L2 4HH		
Dear Sir or Madam,	←	greeting
On 23 December 1999, I bought a pair of trousers from your store in High Street, Liverpool. When I got the trousers home, I found they were faulty.	←	introduction
The faults they had were the zip was broken and the button was missing. They also looked faded on one of the knees.	↙	main body
When I returned the trousers the following day the sales assistant I saw told me they could not have been sold in this condition and would not refund my money.	↘	
I have enclosed the trousers and would be grateful if you would look into this matter. I would be grateful for a reply as soon as possible.	←	conclusion
Yours faithfully,	←	ending
	←	sign name
Eamon Kerrigan	←	print name

NOTE:

If you handwrite the letter, your address and the date go on the right hand side.

Sign your name then print it underneath.

2 BRAINSTORMING

A brainstorm is a way of getting your ideas down on paper. It doesn't matter what you write at this stage as you are just jotting your ideas down relating to the topic.

A brainstorm for a formal letter might include:

- the reason you are writing
- information you want to give
- information you want to get
- a complaint
- a request
- what you want to happen next.

Discuss with your tutor the best way to brainstorm your ideas.

3 GREETINGS AND ENDINGS

Formal letters are usually informative, factual letters to people you don't know.

There are only two ways of greeting (or beginning) when you write a formal letter. These are:

- Dear Sir or Madam
- Dear (name) - use this if you have been given a person's name who will deal with your letter or if you have received a formal letter with the name of the sender on it.

There are also only two ways of ending a formal letter. These are related to your greetings (or beginnings). If you use:

- **Dear Sir or Madam** - always use - **Yours faithfully**
- **Dear (name)** - always use - **Yours sincerely**

If you are not sure, discuss this with your tutor.

4 ORGANISING IDEAS

Now you will have to think about the order of your information. You will need to decide what information you want to put in the:

Introduction - beginning
Main Body - middle
Conclusion - end

This might be a good point to think again about why you are writing the letter and to make sure you have all the information you need written down in your brainstorm, and all the information you don't need crossed out.

5 INTRODUCTIONS

The introduction is an important part of a formal letter. It is only ever 1 paragraph long (3/5 sentences). It needs to set the tone of the letter and let the reader know what you are writing about. Look back at the introduction in the example of a formal letter at the beginning of this sheet and think about why you are writing. Your letter could start by:

- giving brief details of a complaint (e.g. - product, time, date, place)
- referring to a letter you have been sent
- giving details of a job advert you have seen (e.g. - where and when you saw it, the job title)

<p>If you are not sure, discuss with a tutor how to begin your letter.</p>

6 MAIN BODY

The brainstorm usually gives you the ideas for the main body of your essay. The introduction leads into these ideas and the conclusion finishes off.

A way of planning your main body would be to plan what you are going to write in each paragraph. The main body in a formal letter is usually quite short and to the point:

A plan for the letter at the beginning of the sheet might look like the following illustration:

<p><u>Introduction</u></p> <p>Paragraph 1 - Telling them why you are writing, details of complaint: place, date, product, fault.</p> <p><u>Main Body</u></p> <p>Paragraph 2 - Fault in more detail.</p> <p>Paragraph 3 - What happened when item was returned.</p> <p><u>Conclusion</u></p> <p>Paragraph 4 - What you want to happen next.</p>

7 CONCLUSIONS

The conclusion is the end of the letter. It is only ever one paragraph long (3/5 sentences). It needs to let the reader know you have definitely finished your letter. Look back at the conclusion in the example of a formal letter at the beginning of this sheet and think about what you want to say at the end. A formal letter usually ends by:

- telling the reader what you want to happen next
- telling the reader what you want them to do
- asking them to write back and give you some information

<p>If you are not sure, discuss with your tutor how to end your letter.</p>

8 PROOF READING, EDITING AND REDRAFTING

- write a first draft of your letter
- check it for sense and meaning and ask yourself if it could be improved
- check for spelling
- check again, this time for punctuation
- when you are satisfied rewrite the letter and check again.

Now try a few 'Writing Formal Letters' tasks.

FORMAL LETTERS 1

Job Application Letter 1

Before you start this, read the 'How To Write Formal Letters' sheets.



You are looking for a job and decide to write to shops/firms enquiring if they have any vacancies.



REMEMBER this is a formal letter and needs your address and the name and address of the person/firm etc. you are writing to. Look addresses up in the phone book or the Yellow Pages.



Make a list of the places you will write to:

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

The structure of your letter will be as follows:


- 1 why you are writing
- 2 give details of any experience and qualifications that you have
- 3 why you think they should consider you for the job
- 4 what you want them to do e.g. Send an application form.



Now have a go at writing to one of the firms from your list.

continued

When you have written the letter, check it over to make sure:
it has all the relevant information

 layout is correct

the spelling and punctuation is accurate.

Redraft the letter



Make a note of any spellings you had trouble with.

Discuss your work with a tutor and decide what you need to work on next.



FORMAL LETTERS 2

Letter Of Complaint

Before you start this, read the 'How To Write Formal Letters' sheets.



Choose one of the following letters of complaint and on a piece of paper or a word processor write the letter. **REMEMBER** this is a formal letter and needs your address and the name and address of the person/firm etc. you are writing to. Look addresses up in the phone book or Yellow Pages.

Choose one of the following letters to write:

- 1 You bought a pair of shoes in the sale, but the next day the sole fell off. Write to the manager of the shoe shop to complain.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing and where and when you bought the shoes.
- 2 Details of your complaint.
- 3 What you want them to do about it.

- 2 Every time you buy a hamburger in Hamburger King they are cold and look nothing like the picture. Write to the Head Office of the company to complain.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing.
- 2 Details of your complaint.
- 3 What you want them to do about it.

- 3 You have noticed that CDs cost more in your local music store than they do in the supermarket. Write to the manager of the store to complain

continued

and ask them why there is such a price difference.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing.
- 2 Details of your complaint.
- 3 What you want them to do about it.

- 4 You were in a department store and the shop assistant was very rude to you. Write to the manager of the store to complain.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing and the date you went to the store.
- 2 Details of your complaint.
- 3 What you want them to do about it.

When you have written the letter, check it over to make sure:
it has all the relevant information
the layout is correct
the spelling and punctuation is accurate.

Redraft the letter.



Make a note of any spellings you had trouble with.

Discuss your work with a tutor and decide what you need to work on next.



FORMAL LETTERS 3

Letter Requesting Information

Before you start this, read the 'How To Write Formal Letters' sheets.



Choose one of the following letters requesting information and on a piece of paper or a word processor write the letter. **REMEMBER** this is a formal letter and needs your address and the name and address of the person/firm etc. you are writing to. Look addresses up in the phone book or Yellow Pages.

Choose one of the following letters to write:

- 1 Write a letter to your local college asking for details of courses you are particularly interested in starting in September.

Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give as many details as possible about the course/courses you are interested in.
- 3 Ask them about any qualifications you require to get on the course and if there are any fees to pay. Ask for leaflets and any other information that you will need.



- 2 Write to your local football club to ask about buying a season ticket. You want to know if they are available and how much they cost.

Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give details of what you want.
- 3 Ask them to send you the information.



continued

- 3 You are interested in joining the Army, Navy or Air Force. Write to the local recruitment office for information. Tell them what type of career you are interested in. You want to know about age/height restrictions, qualifications needed, rates of pay etc.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give details of the career you are interested in.
- 3 Ask them to send you information as mentioned above.

- 4 You are getting married in 6 months' time. Write to a stationery company requesting information about printed invitations, printed serviettes etc.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give details of the items you are interested in.
- 3 Ask them to send information about how to order, prices etc.

When you have written the letter, check it over to make sure:
 it has all the relevant information
 the layout is correct
 the spelling and punctuation is accurate.

Redraft the letter.



Make a note of any spellings you had trouble with.

Discuss your work with a tutor and decide what you need to work on next.



FORMAL LETTERS 4

Letter Expressing An Opinion

Before you start this, read the 'How To Write Formal Letters' sheets.



Choose one of the following letters to express your opinion and on a piece of paper or a word processor write the letter. **REMEMBER** this is a formal letter and needs your address and the name and address of the person/firm etc. you are writing to. Look addresses up in the phone book or Yellow Pages.

Choose one of the following letters to write:

- 1 You are concerned about the number of accidents on your road, which is a main road close to the local school. You think there should be a pedestrian crossing there.

Write to the Council expressing your opinion and your concern.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give your opinion in detail.
- 3 Say what you think should be done about it.

- 2 You are concerned about the number of attacks on women in the area where you live. There have been several in the last few months.

Write to your local Police Station expressing your views.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give your opinion in detail.
- 3 Ask them what they are going to do about it.

continued

- 3 Write a letter to your local newspaper expressing your opinion about something you feel strongly about.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give your opinion in detail.
- 3 Say what you think should be done.

- 4 Write to a television company, expressing your opinion on a recent television programme that is not as good as it used to be. Say why you think it has changed and what should be done to improve it again.



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Say why you are writing.
- 2 Give details of the programme and your opinion.
- 3 Tell them what you think should be done.

When you have written the letter, check it over to make sure:
it has all the relevant information
the layout is correct
the spelling and punctuation is accurate.

Redraft the letter.



Make a note of any spellings you had trouble with.

Discuss your work with a tutor and decide what you need to work on next.



FORMAL LETTERS 5

Bill/Account Enquiries

Before you start this, read the 'How To Write Formal Letters' sheets.



Choose one of the following ideas to write a letter of enquiry and on a piece of paper or a word processor write the letter. **REMEMBER** this is a formal letter and needs your address and the name and address of the person/firm etc. you are writing to. Look addresses up in the phone book or Yellow Pages.

Choose one of the following letters to write:

- 1 Write a letter to Cable TV enquiring about a bill you have just received.

On the bill you have been charged for August, but you have only had Cable TV since September. They have also charged you for a more expensive package but you only have the basic package. You feel that maybe they have mixed you up with someone else.

Make sure you include the important details such as your account number, the date that you had Cable TV put in and the details of the package you have.

**Letter Structure**

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing (you feel you have been overcharged).
- 2 Details of what has happened.
- 3 What you think should happen next.

- 2 Write to Sky Digital Service and ask for details of the procedure and the price of getting Digital TV in your home. Ask what the advantages are in paying for this package.

continued



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing.
- 2 Details of what you want to know.
- 3 Details of what you want them to do (write, ring, brochure etc.).

When you have written the letter, check it over to make sure:
it has all the relevant information
the layout is correct
the spelling and punctuation is accurate.

Redraft the letter.



Make a note of any spellings you had trouble with.

Discuss your work with a tutor and decide what you need to work on next.



FORMAL LETTERS 6

Cancellation Letter

Before you start this, read the 'How To Write Formal Letters' sheets.



Choose one of the following ideas to write a letter of enquiry and on a piece of paper or a word processor write the letter. **REMEMBER** this is a formal letter and needs your address and the name and address of the person/firm etc. you are writing to. Look addresses up in the phone book or Yellow Pages.

Choose one of the following letters to write:

- 1 Write a letter to Cable TV instructing them to cancel your subscription.

You have decided to subscribe to Sky Digital instead as the service is cheaper and you get more choice.

Make sure you include the important details such as your account number, the date you want to cancel from and the details of the package you have.

**Letter Structure**

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing (to cancel your subscription).
- 2 Details of why.
- 3 What you want them to do next (confirm in writing).

- 2 Write to BT informing them that you wish to cancel their service as you have had a much better offer from the cable company. You also feel that BT prices are too high.

continued



Letter Structure

Every formal letter needs at least 3 paragraphs.

- 1 Why you are writing.
- 2 Details of your reasons.
- 3 Details of what you want them to do (make you a better offer).

When you have written the letter, check it over to make sure:
it has all the relevant information
the layout is correct
the spelling and punctuation is accurate.

Redraft the letter.



Make a note of any spellings you had trouble with.

Discuss your work with a tutor and decide what you need to work on next.

