

## Formal Letter Writing Workshop #1: *Request Letter*

NAME:

A request letter is a letter requesting either information or a favor. There are a variety of things you can request when writing a request letter. A good request letter will usually be concise and to the point. A hard-copy request letter should be written in the business letter format, while an email should be sent in the same format but without the heading (your return address, their address, and the date).

### Request Letter Writing

- In the opening paragraph, briefly introduce yourself and let the recipient know why you are writing to them.
- In the next paragraph, tell the recipient what you are requesting of them along with any pertinent details that would help them to fulfill your request. If you need your request filled by a certain date, be sure to let them know in the paragraph.
- In the closing paragraph, thank the recipient for their time/consideration and provide your contact information (if applicable).

### Example

764 Cheery Lane  
Clearwater Falls, FL 23619

February 1, 2010

Mr. Louis Henderson  
Store Manager  
The Corner Café  
273 Main Street  
Clearwater Falls, FL 23619

Dear Mr. Henderson,

My name is Cathy Pettis, and I am the chair of the Clearwater Falls Elementary School Fundraising Committee. The committee is planning to hold a fundraiser next month to raise funds for this year's field trips, and we are looking for donors to help out with providing goods for the fundraising event.

If the Corner Café is willing to help donate some coffee and cups, we would greatly appreciate it. Our fundraiser will be held on the morning of March 15<sup>th</sup>, and we are expecting around 200 guests.

Thanks for your time and consideration. If you need to contact me with any questions, feel free to call me at xxx-xxx-xxx. I am available to speak between 10 am and 5 pm on the weekdays.

Sincerely,

Signature

Ethan Logue

## Request Letter Prewriting:

1. In high school, what are some instances that might prompt you to write a request letter?

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2. After high school, what are some instances that might prompt you to write a request letter?

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3. Your request letter: \_\_\_\_\_

4. Intended audience: \_\_\_\_\_

5. Appropriate tone: \_\_\_\_\_

6. DUE DATE: \_\_\_\_\_ (printed)

## Formal Letter Writing Workshop #2: Letter of Interest

Letters of interest are written to express your interest in working for a particular company in a specific field or to seek out specific information. Your letter may be written in response to a job opening, to investigate possible employment, to request information--or to request an item.

1. Before you write, do your homework. Research the background of the company and familiarize yourself with their products and/or services.
2. Be sure to find out the name of the individual who does the hiring or who is in charge of the particular part of the organization. Address your letter to his/her attention and use his/her name in the situation. Simply writing "To Whom It May Concern" and "Dear Sir or Madam" could be considered lazy or rude.
3. Start your introductory paragraph with the reason you are interested in pursuing employment with the company or what it is you are seeking. Try not to start the first sentence with "I". (See sample letter of interest.) Also, explain what prompted your inquiry, such as a classified advertisement, a media article or interview, or a referral from an employee--or your previous experience with the organization.
4. In the next paragraph(s), give specific examples of your qualifications or what it is you are seeking. Don't hesitate to indicate the reasons why you would be an asset to the company. Illustrate your skills, strengths, and achievements in a professional, yet personable way. Stay away from strings of abbreviated credentials. These, if you have them, should be on your resume and any other enclosures.
5. In your final paragraph, thank the individual for his/her time in considering you as a new employee or offering you information. Indicate a precise time when you will contact him/her by the phone to follow up on your letter. Also, be sure to let the individual know how to contact you.

A hard-copy interest letter should be written in business letter format, while an email should be sent in the same format but without the heading (your return address, their address, and the date). Keep your letter short, no more than a single page. Remember to check it thoroughly for errors in spelling, grammar and to be sure it addresses each point you wanted to make.



\*See Example.

*Example (Interest)*

421 Liberty St.  
Kenyon, MN 55021

June 7, 2007

Ms. Jen Carlson  
Human Resources  
DTI  
111 Riverfront Ste 325  
PO Box - Box 157  
Wabasha, MN 55946

Dear Ms. Carlson:

Your recent advertisement in the Herald made it clear that customer satisfaction is an integral part of DTI. In addition, my close friend, Paula Chavez who is an employee at DTI suggested that my special talents might benefit your customer service department.

Part of my success is because I place a high value on personal integrity and represent both my employer and myself in an ethical and respectable manner. Also, I have a diligence in paying close attention to detail; as a representative of your company I would bring focus not only to the value of your services but also to quality of customer service. Furthermore, I am a hard, smart-working, self-starter who works well in a team environment.

I will call you on June 15 to answer any questions about this letter or my resume in the hope of scheduling an interview. If you prefer, please contact me by phone (555) 454-1307 or e-mail, [ljones@nowhere.com](mailto:ljones@nowhere.com).

Thank you for your time in considering my qualifications.

Sincerely,

Signature

Linda Jones

## Letter of Interest Prewriting

1. Visit a job search website like indeed.com or monster.com. Find a job that sounds appealing to you. Write down the title of the position.

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2. What are some of the skills that the employer is looking for? (You may want to include some of these words in your interest letter).

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3. Why does this job interest you?

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4. Intended audience: \_\_\_\_\_

5. Appropriate tone: \_\_\_\_\_

6. DUE DATE: \_\_\_\_\_ (printed)

## Formal Letter Writing Workshop #3: Complaint Letter

When writing a complaint letter, you want to keep it short and to the point to help ensure that your letter will be read in its entirety. If you write a seven page complaint letter, it is highly unlikely that someone will sit down and read all seven pages.

The complaint letter should be addressed to the customer service/consumer affairs dept. or the head office if there is no customer service dept. The address and contact information of the customer service department should be available on the company's products or website.

1. In the first paragraph, you should identify what the issue is and any relevant information that you believe is important. Be sure to include the following information if it is applicable to the situation: date and time, location, name of person on duty, name of product, order number, etc. Be sure to stick with the facts and avoid getting emotional.
2. The next paragraph should state what you would like done to resolve the issue. If you received poor service, you could request an apology or coupon. If a product malfunctioned, you could request to exchange it for something else or a refund. Make sure that it is something they have the capacity to do.
3. The last paragraph should thank the reader for their time. You can also throw in some compliments about something you liked about their company's product or service. Include your telephone/email, so they can contact you.



\*See example.

*Example (Complaint)*

65 Market Street  
Val Haven, CT 95135

June 30, 2014

Customer Service  
Cool Guy Sports, LLC  
8423 Green Terrace Road  
Guyville, 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 them and there was a small tear in front of the part where the left toe would go. Lastly, and perhaps most disturbing, there was a small blotch of what looked to be dried blood on one of the shoelaces. 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*

Kenny "Soccer Man" Thomas

## Complaint Letter Prewriting

1. List some products that you have recently purchased.

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2. Was there one in particular that did not function as it should?

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3. Can you think of a time that you visited a public establishment and had poor service? If yes, please explain.

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4. Topic for Complaint Letter: \_\_\_\_\_

5. Intended audience: \_\_\_\_\_

6. Appropriate tone: \_\_\_\_\_

7. DUE DATE: \_\_\_\_\_ (printed)