

**T.C.
MİLLİ EĞİTİM BAKANLIĞI**

KONAKLAMA VE SEYAHAT HİZMETLERİ

**YABANCI DİLDE YAZIŞMALAR
(İNGİLİZCE)
222YDK107**

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- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- **PARA İLE SATILMAZ.**

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AÇIKLAMALAR

KOD	222YDK107
ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanı-Kat Hizmetleri Elemanı- Acenta Elemanı
MODÜLÜN ADI	Yabancı Dilde Yazışmalar
MODÜLÜN TANIMI	Yabancı dilde yazışmaların eksiksiz olarak yazmanın öğretildiği bir öğrenme materyalidir.
SÜRE	40/24
ÖN KOŞUL	Ön koşul yoktur.
YETERLİK	Mesleği ile ilgili yabancı dilde yazışmaları yapmak
MODÜLÜN AMACI	Genel Amaç: Uygun ortam sağlandığında yabancı dilde yazışma işlemleri ile ilgili konularda okuma, dinleme, anlama, yazma, konuşma ve tanıtım yapabilecektir Amaçlar: 1. Yabancı dilde dilekçe yazabilecektir. 2. Yabancı dilde e- posta yazabilecektir. 3. Yabancı dilde davetiye hazırlayabilecektir
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
ÖLÇME VE DEĞERLENDİRME	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığımız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

INTRODUCTION

Dear student,

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.

LEARNING ACTIVITY-1

AIM

If suitable conditions are provided you are going to make correspondences in English and you can also listen, understand, and write formal and informal letters and invitations.

RESEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

1. WRITING BUSINESS/FORMAL LETTERS AND PETITIONS

1.1. Words to Learn:

- Petition (n) :
- Scheduled (adj) :
- Receipt (n) :
- Consider (v) :
- Enclosure (n) :
- Cordially (adj) :
- Enclosed (adj) :
- Distribute (v) :
- Correspondence (n) :
- Approve (n) :
- Recipient (n) :
- Skip (n) :
- Receive (v) :
- Reference (n) :
- Avoid (v) :
- Overstate (v) :
- Aggressive (adj) :
- Legitimate (v) :

- Credibility (n) :
- Effort (n) :
- Purpose (n) :
- Manipulative (adj) :
- Particular (adj) :
- Extravagant (adj) :
- Substantiate(v) :
- Effective (adj) :
- Pleading(adj) :
- Clutter (v) :
- Salute (v) :
- Compliment (n) :
- Memo (n) :

1.2. Types of Letters:



Picture: 1.1

There are three main types of letters;

- Business Letters
- Formal Letters
- Informal Letters

1.3. Things to do while writing petitions letters:

When you write a petition letter/ a business letter, be sure to:

- Keep your letter short. Recipients are busy and are more likely to read a short letter.
- If your target has petition guidelines, follow them. Some local governments have a specific format for writing petitions. Be sure to look these up and when you write your petition, follow these guidelines carefully.
- Be respectful and informative. Recipients and signers are more likely to respond positively to your petition if it is well researched and avoids an overly aggressive tone.

- Check your spelling and grammar. Even the smallest errors can lower the credibility of your petition letter.

The elements of a typical formal letter are the following:

- date
- name and address of person to whom you are writing subject line
- salutation
- body of letter (the message)
- complimentary closing
- signature line (be sure to sign your letter)
- name and contact information of sender
- list of enclosure(s) (e.g., documentation, receipts, copies of earlier correspondence, etc.) and names of other persons receiving a copy of your letter.

1.3.1. Rules



Picture: 1.2 Be formal and obey the rules

- **Opening Statement**

The first sentence or two should state the purpose of the letter clearly:

"I am writing to appeal the disciplinary sanctions arising from my alleged involvement in the bonfire party that took place in the college courtyard on Friday, October 23 . . ."

"I am writing to request that the requirement of Course 123 for the X major be waived in view of my work on an independent research project . . ."

➤ **Be Factual**

Include factual detail but avoid dramatizing the situation:

"In late October I was diagnosed with tonsillitis. I was sick for over a week and missed most of my mid-term exams."

➤ **Be Specific**

If an appeal or request depends on particular facts which the decision maker will want to verify, be specific:

"I missed the mid-term on January 23, because I flew to Seattle on January 19 for my grandfather's funeral and returned on January 26. I enclose the airline receipt."

➤ **Documentation**

Include any documentation required by policy or needed to substantiate your claims. This may include previous correspondence, receipts, draft copies, etc. If documentation is being sent by a third party, state that fact and give details:

"Dr. Atkinson, my physician, agreed last week to write to you about this matter . . ."

➤ **Stick To The Point**

Don't clutter your letter with information or requests that have no essential connection to the main message.

➤ **Don't Be Manipulative**

Threatening, cajoling, begging, pleading, flattering, and making extravagant promises are manipulative and are usually ineffective. In fact, they may alienate the reader.

(not " I have always admired you. If you give me a chance to enroll next quarter, I promise to work really hard, get rich, and donate a million dollars to the University")

➤ **How To Talk About Feelings**

It is tempting to overstate the case when something is important to us. When feelings are a legitimate part of a message, own the feeling and state it as a fact:

"When I saw my grade, I was very disappointed."

➤ **Be Brief**

It is more work to write a good short letter than a long one. Busy decision makers appreciate the extra effort



Picture : 1.3

1.3.1. Parts of a Formal Letter

	¹⁴ PERSONAL ¹ 12 Boronia Rd. Claremont ² January 3, 2006
³ Dr. Jonathan Doe Department of _____ 123 Long Hal University of California Santa Cruz, CA 95064	
⁴ Subject(Re): Request for Special Examination	
⁵ Dear Dr. Doe,	
⁶ I am writing to request a special examination in Course 101. On December 12, the date of the regularly scheduled exam, I have to appear in court as a witness.	
⁷ I enclose a copy of the court summons. A make-up exam in Course 101 has already been scheduled for January 6.	
⁸ Thank you for taking the time to consider my request. Please contact me by e-mail or phone if you have any questions.	
⁹ Yours sincerely,	
¹⁰ Signature	
¹¹ Lee Student Student ID No. 123-45-6789 123 College Street Santa Cruz, CA 95060> lstudent@cats.ucsc.edu Tel:345-7890 Fax 345-8901	
¹² encl.: Court summons	
¹³ cc: Dr. Margaret Jones, Chair	
¹⁵ p.p Jack Night	

1.3.3. When writing a formal letter (take above letter as reference)



Picture: 1.4

1) Write your address here.

2) Write the date here. You can write it in many ways:

Dec 8, 2011 8 Dec 2011 8/12/11
Dec 8th, 2011 8th Dec, 2011 8.12.11

3) Write the name, position and the address of the person you are writing to here (lower than your address). You will not always know the name or the position. Use what you know.

Or you may use an attention line

Attention : Human Resources Manager *or*

Attn : Public Relations Manager *or*

For the attention of Senior Administrative Officer

Attention line can also include the name of the person, in this case you usually don't type the person's name in the inside address

4) You can write a short statement here to introduce the main point of your letter ('Re' means 'about' e.g: Reference Line: *Equipment Purchase versus Leasing.*). This is not always necessary. You might want to draw the immediate attention to the topic of your letter

Subject: *Presentation on Economic Growth*

5) Use:

- The person's surname (Dear Mrs. Smith) if you know it. Only use the first name if you know him or her very well.

- 'Dear Sir' if you are writing to man and don't know his name.

- 'Dear Madam' if you are writing to a woman and don't know her name.

- 'Dear Sir/ Madam' or 'Dear Sir or Madam' if you don't know the name or the sex.

You can also use the person's position (Dear Councilor/ Resident / Manager/ etc.) and also use; Gentlemen / Ladies /To Whom It May Concern

6) Begin with a sentence which explains the purpose of the letter. (You should do this even if you write a statement as in (5).) If you are writing in reply, mention the date of the letter received and any reference code.

7) Then write any extra information. Keep to the point. Only mention what is necessary.

If the letter is very short you could put everything in one paragraph. If it is longer and includes several points, you will need more than one paragraph.

8) End with a sentence like this. You will see other examples in the letters in this unit.

9) Follow these rules for endings (Complimentary Close)

- Use 'Yours faithfully' where you have used 'Dear Sir' or 'Dear Madam'.

- Use 'Yours sincerely' where you have used the person's name ('Dear Mrs. Smith')

'Yours sincerely' is, however, seen more and more in both cases.

-Cordially yours

-Very truly yours

-Respectfully yours

*You can use 'Best wishes', 'Regards', 'Kind regards', etc. in letters which are not very formal and where you know the person or have spoken to them often on the phone.

10) Write your signature here.

11) Print your name clearly here

12) Enclosure Notation (encl.). This line tells the reader to look in the envelope for more. Type the singular for only one enclosure, plural for more. If you don't enclose anything, skip it. Common styles are below.

- Enclosure
- Enclosures 3
- Enclosures (3)

13) cc: Stands for courtesy copies (formerly carbon copies). List the names of people to whom you distribute copies, in alphabetical order. If addresses would be useful to the recipient of the letter, include them. If you don't copy your letter to anyone, skip it.

14) Examples of private correspondence notations:

- PERSONAL
- CONFIDENTIAL
- PRIVATE AND CONFIDENTIAL
- STRICTLY CONFIDENTIAL

15) When you see them it just means that the letter was not typed by the person who signed it, but rather by his/her assistant whose name follows 'p.p.' like this:

Sincerely,
Howard Lindham
Director
p.p. M. Raynor

1.4. Sample Formal Letter/Petition

11 Hopetown Rd
Mitcham
08/12/2011

The Manager
Federal Bank
10 Hunter St.
Mitcham

Dear Sir / Madam,
Re: Account No. 178856A

I am writing to notify you of a change of address for the above account in my name.

The previous address was 299 Miller st, North Mitcham. The new address is that shown above.

Thanking you for your assistance.

Your sincerely,

(Mrs) T. Adoni

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information for writing formal/business letters and petitions	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Arrange the parts of the letter	➤ Arrange the parts of a letter following the guidelines; be careful with the words and spelling.
➤ Write a sample letter	➤ Write a letter using all required words and expressions

At the end of this activity you will be able to express the main definitions and terms about writing formal and informal letters.

CHECKLIST

If you have behaviors listed below, put (X) in "Yes" box for earned your the skills within the scope of this activity otherwise put (X) in "No" box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the formal letters?		
4. Do you know meaning of the words that you write about?		
5. Do you pronounce the words correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the letters you receive?		
8. Do you know the parts of business/formal letters?		
9. Can you write the body part of a letter?		
10. Can you prepare the enclosures of a letter?		
11. Can you write a business letter/formal letter in proper style?		
12. Do you know how to address in a formal/business letter?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Formal letters often contain and expressions that are not common in everyday speech. Match the formal expressions on the right with the more common expressions on the left.

- | | |
|---------------------------------|-----------------------------|
| 1) Previous | a) thankful |
| 2) Assistance | b) send |
| 3) At your earliest convenience | c) said, wrote |
| 4) Advice | d) stop,end |
| 5) Cancel | e) help |
| 6) Grateful | f) money paid back |
| 7) Forward | g) quick |
| 8) Correspondence | h) included in the envelope |
| 9) Stated | i) tell, inform |
| 10) Refund | j) as soon as possible |
| 11) Prompt | k) the one before |
| 12) Enclosed | l) letters |

2. Three sentences have been left out of the following letter. The sentences are given below. Rewrite the letter printing the sentences in appropriate places.

Dear Mr. Anderson,

I am writing to give you one month's notice of my intention to vacate the flat at 1/35 Baker Road, Florida. The increase in the rent means that I can no longer afford to live there. So should you have any flats available nearby that are less expensive. I would be grateful if you would contact me. In the meantime, I have no objection to your showing people through the flat.

Thanking you for your assistance.

Yours sincerely

- My home number is 518 5407 or I can be contacted at work on 212 354657
- However, I do ask that you give me at least one day's notice so that I can be sure the flat is ready.
- I would, however, like to continue renting in this area.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity.

LEARNING FACILITY-2

AIM

If suitable conditions are provided you are going to make correspondences in English through e-mails and you can also understand, and write e-mails.

SEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

2. WRITING E-MAILS



Picture: 2.1, Email-a fast way to communicate

Email (electronic mail) is the primary mode of communication between Internet users. You use email to network with other bloggers, to grow your online business, to convert potential prospects into clients and so on. The micro blogging sites like Twitter, Facebook may have changed the way we share information but when it comes in communicating with web users, email is probably the simplest and universally accepted option. It's obvious that you should pay attention to all those emails you send everyday.

2.1. Words to Learn

- Communication (n) :
- Separate (v) :
- Potential (adj) :
- Delete (v) :
- Share (v) :
- Permission (n) :
- Primary (adj) :
- Infringe (v) :
- Etiquette (noun) :
- Gender (n) :
- Increase(v) :
- Abbreviation (n) :
- Medium (n) :
- Encourage (v) :
- Interact (v) :
- Discuss (v) :
- Rule (n) :
- Expire (v) :
- Corporate (n) :
- Configure (v) :
- Regarding(adj) :
- Line (n) :
- Impression(n) :
- Consequence (n) :
- Customized(adj) :
- Compliment (n) :
- Attachment (n) :
- Productive (adj) :
- Trigger (v) :
- Reflect (v) :
- Annoy (v) :
- Reply (v) :
- Proposal(n) :
- Specific (adj) :

2.2. Points to be considered when writing e-mails

Following the email etiquettes helps in increasing professionalism and building relationships with clients. Email being the most common medium of communication (especially when interacting with people overseas), it is essential to have an email enriched with etiquettes.

➤ **What are the etiquette rules?**

There are many etiquette guides and many different etiquette rules. Some rules will differ according to the nature of your business and the corporate culture. Below we list what we consider as the 22 most important email etiquette rules that apply to nearly all companies.

- **Be concise and to the point.**

Do not make an e-mail longer than it needs to be.

- **Answer all questions.**

An email reply must answer all questions,— If you do not answer all the questions in the original email, you will receive further e-mails regarding the unanswered questions.

- **Use proper spelling, grammar & punctuation.**

This is not only important because improper spelling, grammar and punctuation give a bad impression of your company, it is also important for conveying the message properly.

- **Make it personal.**

Not only should the e-mail be personally addressed, it should also include personal i.e. customized content. For this reason auto replies are usually not very effective.

- **Answer swiftly.**

Customers send an e-mail because they wish to receive a quick response. If they did not want a quick response they would send a letter or a fax. Therefore, each e-mail should be replied to within at least 24 hours, and preferably within the same working day.

- **Do not attach unnecessary files.**

By sending large attachments you can annoy customers and even bring down their e-mail system. Wherever possible try to compress attachments and only send attachments when they are productive.

- **Use proper structure & layout.**

Use short paragraphs and blank lines between each paragraph. When making points, number them or mark each point as separate to keep the overview.

- **Do not write in CAPITALS.**

IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING. This can be highly annoying and might trigger an unwanted response in the form of a flame mail. Therefore, try not to send any email text in capitals.

- **Read the email before you send it.**

A lot of people don't bother to read an email before they send it out, as can be seen from the many spelling and grammar mistakes contained in emails.

- **Mailings > use the Bcc: field or do a mail merge.**

Always send a BCC (Blank Carbon Copy) if the email is being sent to multiple people. A mail merge also allows you to use fields in the message so that you can for instance address each recipient personally.

- **Take care with abbreviations and emoticons.**

In business emails, try not to use abbreviations such as BTW (by the way) and LOL (laugh out loud).

- **Be careful with formatting.**

Remember that when you use formatting in your emails, the sender might not be able to view formatting, or might see different fonts than you had intended.

- **Do not forward chain letters.**

Do not forward chain letters. We can safely say that all of them are hoaxes. Just delete the letters as soon as you receive them.

- **Do not copy a message or attachment without permission.**

Do not copy a message or attachment belonging to another user without permission of the originator. If you do not ask permission first, you might be infringing on copyright laws.

- **Do not use email to discuss confidential information.**

If you don't want your email to be displayed on a bulletin board, don't send it. Moreover, never make any libelous, sexist or racially discriminating comments in emails, even if they are meant to be a joke.

- **Use a meaningful subject.**

Try to use a subject that is meaningful to the recipient as well as yourself.

- **Use active instead of passive.**

Try to use the active voice of a verb wherever possible. For instance, 'We will process your order today', sounds better than 'Your order will be processed today'.

- **Avoid using URGENT and IMPORTANT.**

Even more so than the high-priority option, you must try to avoid these types of words in an email or subject line. Only use this if it is a really, really urgent or important message.

- **Avoid long sentences.**

Try to keep your sentences to a maximum of 15-20 words. Email is meant to be a quick medium and requires a different kind of writing than letters.

- **Keep your language gender neutral.**

In this day and age, avoid using sexist language such as: 'The user should add a signature by configuring his email program'. Apart from using he/she, you can also use the neutral gender: 'The user should add a signature by configuring the email program'.

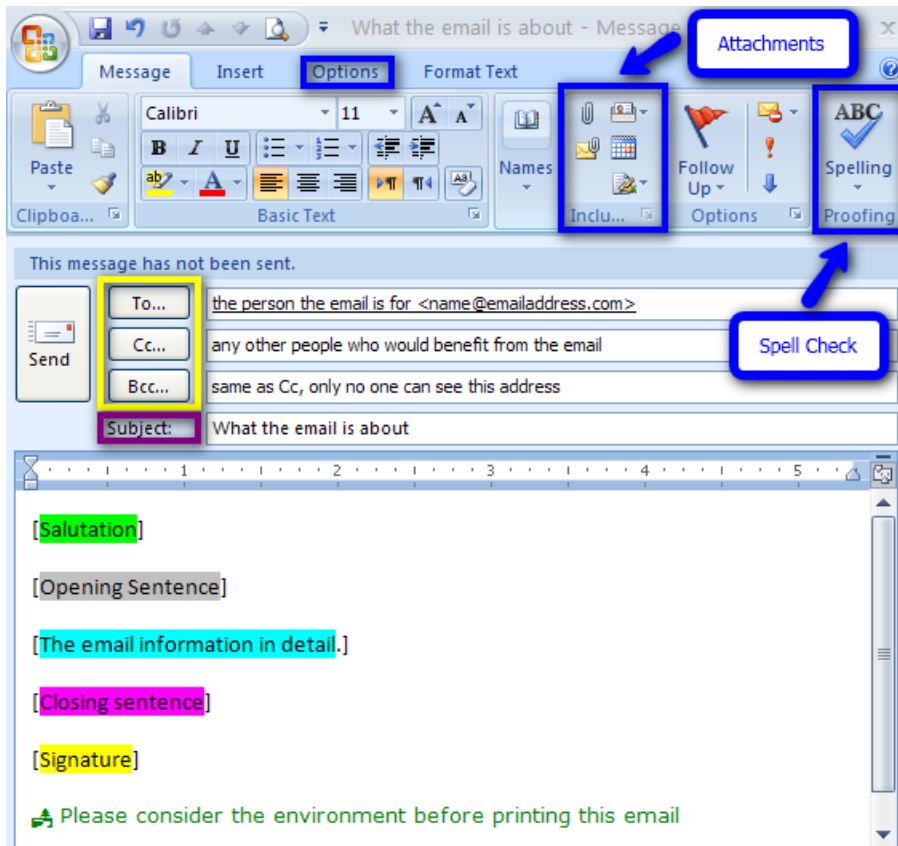
- **Use cc: field sparingly**

Try not to use the cc: field unless the recipient in the cc: field knows why they are receiving a copy of the message.

➤ **Why email etiquettes?**

- Increases professionalism
- Having email etiquettes get to the point faster as compared to poorly written emails
- Proper use of words creates an overall good impression.
- An email with etiquettes may encourage the use to respond, thereby building a rapport.

2.3. Writing an e-mail



Picture: 2.2, An e-mail layout

Subject: Brochures
Dear Lynn,

I just wanted to check that you have received the brochures I sent to you last week. I haven't heard back and wanted to make sure it went through.

Can you please call me by Thursday so we can discuss? This is when our discount offer expires, and I want to make sure you don't miss it!

The quickest way to contact me is by cell phone.
Thanks!

Peter Schuell, Owner
Reliable Landscaping, Inc.
555.135.4598 (office)
555.135.2929 (cell)

2.4. Replying an e-mail



Picture: 2.4

➤ **Content of replies:**

Acknowledging receipt of an enquiry/request

- Thank you for your letter of ... regarding / concerning / in connection with ...
- I refer to your enquiry about / relating to ...
- I have received your letter of ... requesting information about ...

➤ **Explaining action taken as a consequence of the enquiry**

- I have (available stock) ...
- We held a meeting on 21 January to discuss possible solutions.
- I have checked/looked into/investigated (the possible approaches) ...

➤ **Making suggestions / justifying recommendations / pointing out pros and cons / hedging**

- The best choice would be ... since ...
- I highly recommend ... as / due to the fact that ...
- ... would probably be more suitable because ...
- ... seems to suit you better although ...
- Perhaps you should choose ... even though ...
- I suggest that you (should) choose ...
- I recommend this item since ...
- In view of the fact that ..., I would strongly recommend ... as ...



Picture: 2.5

- **Apologising and rejecting proposals**
 - While I appreciate your firm's need for this information, I regret that ...
 - It will not be possible to ... for legal reasons. We are bound to ...
 - Your proposal is of interest to us, and we have had consultations about it.
 - However, we feel that it will not be in our interests to ... for reasons of (privacy).
 - We are concerned that ...

- **Stipulating action requested or to be taken**
 - We shall arrange for ... by ...at the latest.
 - I shall see to it that ...
 - Our company will arrange for ...

- **Establishing goodwill and suggesting contact**
 - I hope this suggestion/information will be useful to you.
 - I hope this information will prove useful to you.
 - I hope that this information will help you to make decisions on your order.
 - I look forward to hearing from you.
 - I look forward to receiving your confirmation of ...
 - I look forward to doing business with your company in the future ...
 - Please feel free to contact me again if you have any further queries on ...
 - Do contact me on 27615432 if you need further information.
 - Please do not hesitate to contact me on 27615432 if I can be of further assistance.

➤ **Sample e-mail**

Subject: RE: Your February conference presentation

Hi Dan,

I'm glad to hear that you enjoyed the presentation. I am happy to provide you with a copy of my presentation. Please see the attached PowerPoint document.

Other people working in this same area are John Smith at Johns Hopkins and Paula Brewer at the University of Minnesota. I suggest starting with Smith's, "What you can't see can hurt you" in the journal Nature (April, 2005).

If you have any questions, let me know.

Sincerely,
Diana,

Diana Park, Ph.D.
Associate Professor
Department of Chemistry
Goodwill University

Chemistry Bldg
5555 Eastern Ave.
San Francisco, CA AZ. 32232

Phone: 333-555-7543
Cell: 333-555-8245
Fax: 333-555-2456

Email: dpark@goodwill.edu
Web: www.....

2.5. Extra E-mails



Picture: 2.6

➤ **Sample 1**

Subject: Reminder of 10 am Meeting Sched. 10/05.

Hi Jim,

I just wanted to remind you about the meeting we have scheduled for Monday, October 5, at 10:00am. It's being held in conference room A, and we'll be discussing the new PASS Process.

If you have any questions, feel free to get in touch (3024).

Best Wishes,

Mark

➤ **Sample 2**

Subject: Revisions for Sales Report

Hi Jackie,

Thanks for sending in that report last week. I read through it yesterday and feel that you need more specific information regarding our sales figures in Chapter 2. I also felt that the tone could be a bit more formal. The report is going to be read by our Executive Team, and needs to reflect our professionalism.

Thanks for your hard work on this!

Monica

➤ **Sample 3**

Subject: Friday 10/9, 11am Meeting w/PR Dept

Hi Jackie,

I wanted to let you know that I've scheduled a meeting with the PR department for this Friday, 10/9, regarding the new ad campaign.

It's at 11:00am, and will be in the small conference room. Please let me know if you can make that time.

Thanks!

Monica

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information for writing e-mails	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Arrange the parts of the e-mail	➤ Arrange the parts of an e-mail following the guidelines; be careful with the words and spelling.
➤ Write a sample e-mail	➤ Write an e-mail using all required words and expressions

At the end of this activity you will be able to express the main definitions and terms about writing e-mails.

CHECKLIST

If you have behaviors listed below, put (X) in "Yes" box for earned your the skills within the scope of this activity otherwise put (X) in "No" box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the e-mails?		
4. Do you know meaning of the words that you write about?		
5. Do you pronounce the words correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the e-mails you receive?		
8. Do you know the parts of an e-mail?		
9. Can you write the body part of an e-mail?		
10. Can you prepare the enclosures of an e-mail?		
11. Can you write and send an e-mail in proper style?		
12. Do you know how to response an e-mail?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Arrange the parts below to make a complete e-mail.

- a) I am interested in Package D (the 20 day trek in Nepal)
- b) Yours faithfully,
- c) We look forward to your confirmation of our booking as soon as possible
- d) Thank you for the information you sent about Himalayan Expedition Holidays
- e) We would prefer the Sept.20th departure date, with a second choice of Oct.15th.
- f) I would like to make a definite booking for two people
- g) Dear Sir/Madam,
- h) Himalayan Expedition Holidays 88 Queen St.Perth

2. Look at the e-mail below and answer the questions:

To: accountspayable@abc.com
CC: Accounts Credit
Subject: Copy of invoice

Dear Mr. Conrad,

This is in reference to the email that you sent me this morning. First of all, I would like to thank you for taking the initiative of asking for the invoice copy.

As requested by you, I have attached a copy of the invoice 345765. I'm sure you have our bank details.

Thank you,
John Atkins
Accounts Credit,
ABC Group of Hotels

email: accountscredit@abcgroup.com

- a) What is the subject of the e-mail?
- b) Who is writing this e-mail?
- c) What is the number of the invoice?

3. Read the email enquiry about facilities for children. Use the hotel information to write a reply in your notebook.

Subject: Child facilities

Dear Golden Sands Hotel

I'm planning a week's holiday in the area with my family in June. Can you give me information about the suitability of your hotel for my young children aged 7 and 2 years?

Is it possible to have a large family room?

What are the catering facilities for children?

Are the hotel entrance and rooms accessible with a pushchair?

Is your outdoor swimming pool available in June?

What are its opening hours?

Regards

Tania Bryson

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

LEARNING FACILITY-3

AIM

If suitable conditions are provided you are going to make correspondences in English and you can also listen, understand, and write formal and informal letters and invitations.

SEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

3. WRITING INVITATIONS

3.1. Words to Learn

- Invite (v) :
- Include (v) :
- Accept(v) :
- Anniversary(n) :
- Decline (v) :
- Ceremony (n) :
- Unfortunately (adv) :
- Buffet (n) :
- Calendar (n) :
- Participate (v) :
- Appropriate (adj) :
- Deadline (n) :
- Attire (n) :
- Costume (n) :
- Purpose (n) :
- Celebration (n) :
- Location (n) :

- Join (v) :
- Benefit (n) :
- Host (n) :
- Drawback (n) :
- Hostess (n) :
- Consider (v) :
- Courtesy (n/adj) :
- Unreliable (adj) :
- Attend (v) :
- Graduation (n) :
- Look forward to (v) :

Useful Expressions:

	Accepting	Declining
Formal happy to attend	... it will not be possible.... Unfortunately I have to.....unable to attend....
Informallove to come.. ... looking forward to seeing you there.... I'd love to but..... ... can't make it this time.	I'm afraid..... Unfortunately something else has come up....

3.2. Format of Invitations

- **What to include in your Invitations**
 - The purpose of the invitation - A birthday party, a wedding, a holiday open house.
 - Name of honoree - the birthday person, the mother-to-be, the bride and groom
 - Day and Date of the party - Saturday, August 29th or if it is formal, Saturday, the twenty-ninth of August. Look at your calendar to make sure the as in this example, the 29th of August is really on a Saturday. If a formal event, include the year and spell it out - two thousand and twelve
 - Time -6:00 p.m., or for formal events, spell out the time such as six o'clock in the evening
 - Name of Place – O'Connell's Restaurant
 - Location of Place - street address, city and state if inviting out of town guests, but no zip code
 - Name of the host(s)/hostess(es) or parent(s) giving the party
 - Appropriate attire - if it is an issue with your party -do not use on formal invitations-the event should be the clue as to the appropriate attire

- **When to mail your Invitations**

Traditionally, it is advised to send out invitations *eight weeks* before your event.

3.3. Types of Invitations



Picture: 3.1 Use appropriate invitation

- **Evites (On-line Invitations)**

Evites, or electronic invitations, offer benefits and drawbacks to both the sender and the recipients. They are informal invitations, usually used on social networking sites such as FaceBook and MySpace. Evites can also be sent via email to the sender's contact list.



Picture: 3.2 Evites; practical-nonverbal-

- **Wedding Invitations**

Wedding invitations are considered to be formal invitations because it is a formal event. Today these invitations range in style, colors and decoration but are usually hand mailed. RSVP information is typically printed in the lower left-hand corner of the invitation only if a response card or set is not included. The response set is smaller than the invitation but made of the same paper stock as the wedding invitations.

- **Surprise Party Invitations**

Surprise party invitations can be for birthdays, anniversaries, showers, such as baby, bridal and engagement, and a host of other reasons. The most important thing about a surprise party invitation is to make the recipient aware of the fact that it is a surprise party.

➤ **Phone and Text Message**

Giving your guest a call or sending him a text message is the least formal way you can extend an invitation



Picture: 3.3

➤ **Birthday Party Invitations**

Birthday party invitations can be handled in numerous ways. They can be sent via email, text messaging, evite or sent to school with your child. When sending birthday party invitations, consider the age of the person and where the birthday party will be held.

➤ **Special Occasion Function Invitations**

Everyone has once-in-a-lifetime and special occasion functions, such as prom, graduation from high school or college, purchasing a new home and housewarming. The type of invitation depends on the type of function. The more formal the function, the more formal the invitation should be.

➤ **Formal Invitations**

You can send formal invitations for conferences, receptions, grand openings, special business events, seminar, presentation and etc.

➤ **Formal Invitation Guidelines**

- List the name(s) of the host(s), using the host's full name.
- Extend the invitation,
Very formal: "request(s) the pleasure of your company at"
Less formal: "cordially invite(s) you to"
- List the event, such as "dinner," a reception" or "lunch."
- Give the purpose of the event (i.e., "in honor of...").
- Give the date,
Very formal: "Friday, the twelfth of February"
Less formal: "Friday, February 12"

- Write out the time (i.e., "at seven o'clock"). Add "in the morning," "in the afternoon" or "in the evening" if the event title doesn't give an indication. It would be unnecessary to list "in the evening" if the event is a dinner, for example.
- Give the location/venue, including street address.
- List any special instructions, such as "map enclosed."
- List R.S.V.P. information. If you are supplying response cards, state "Response card enclosed."

➤ **Invitation (conference)**



Picture: 3.4

September 15, 2011

Dr. Barbara Philips, Chairperson
 Department of English
 University of Farmington
 Farmington, OH 55555

Dear Dr. Philips :

We are honored to invite you to participate in our forthcoming conference on Guest Relations to be held October 7- 10 at Holiday Hotel.

The enclosed brochure will give details on papers, speakers, and deadlines for abstracts.

We look forward to your acceptance.

Very truly yours,
 SIGNATURE

Magda L. Bentley,
 Chairperson

Prof. Magda L. Bentley
 School of Linguistics
 New York City College
 New York , NY 10000

➤ **Invitation (Reception)**

Robert Peters
113 Parklane Street
Williston, FL 66666

Dear Mr. Peterson:

We are pleased to invite you to a reception on September 28, 2011 to be held in honor of Prof. Marilyn Gomez, the newest member of the faculty in the Department of Electrical Engineering. Prof . Gomez will be meeting members of our department for the first time, and we would like to welcome her officially on our staff. A light lunch buffet will be served before the ceremony in the Johnson Room of the Administration Building at 12:00 noon. Please plan to attend.

James Jones, Chairman
Dept. Of Electrical Engineering

RSVP by Sept. 21
555- 2343

➤ **Invitation (Informal)**

October 4, 2011

Dear Jerry & Carol,

You are cordially invited to come to our annual Halloween costume party on Monday, October 31, 2011 at our home. We promise surprises, fun costumes, and good food. Bring a friend!

Looking forward to seeing you!

The Thompsons

RSVP regrests only
555- 2367



➤ **Wedding Invitations**

<p>Please join in the celebration of the marriages of</p> <p>Ann Cook and John Bennett</p>	<p>On our wedding day a new life has its start We'll share with each other one love, One dream and one heart</p>	<p>August 23rd, 2002 7 pm</p> <p>Northside Church 9600 Goodfellow Ave. St. Louis, MO</p> <p>RSVP to 314-555-5555 e-mail wedding@abc.com</p> <p>Reception immediately following ceremony</p>
--	--	---

➤ **Birthday Invitation**

Come and join us at
a (Surprise) Birthday party for Nickie!
Let's eat, drink and be merry!

Celebrations will be held at

Destiny Hotel
200, Main Street, Knightsbridge

on Thursday May 17
at 7.30 in the evening

Look forward to seeing you...

R.S.V.P. Tel: Susan 223.768.2603
Email susan@swiftmail.com

➤ **MODEL ENVELOPE**

Writer' s full name	STAMP
Writer' s street address	
Writer' s city/state/zip code	
Writer' s country	
	(title) addressee' s full name
	Addressee' s street address
	Addressee' s city/state/zip code
	Addressee' s country

3.4. What is RSVP?

RSVP or **Rsvp** is a request for a response from the invited person. It is an initialism derived from the French phrase *répondez s'il vous plaît*, meaning "Please respond /Please reply" That is, will you be coming to the event or not? **Etiquette** rules followed in most Western cultures require that if you receive a formal, written invitation, you should reply promptly, perhaps that same day. For hosts who are planning a dinner party, a wedding or a reception, this is important from a practical point of view, because they need to know how many people to count on and how much food and drink to buy. More important, though, is the simple courtesy of responding to someone who was nice enough to invite you, even if it is to say that you regret that you will not be able to attend



Picture:3.6

➤ **RSVP, regrets only**

The phrase "RSVP, regrets only", or simply "Regrets only" means just what it says - "Don't call us unless you are NOT coming to the party and if you don't call, we expect to see your smiling face the day of the event".

3.5. Responding to an Invitation

- **How do I respond? Reply in the manner indicated on the invitation.**
 - RSVP and no response card: a handwritten response to the host at the return address on the envelope.
 - Response Card: fill in and reply by the date indicated and return in the enclosed envelope.
 - RSVP with phone number: telephone and make sure to speak in person – answering machines can be unreliable.
 - RSVP with email: you may accept or decline electronically.
 - Regrets only: reply only if you cannot attend. If your host doesn't hear from you, he is expecting you!
 - No reply requested? Unusual, but it is always polite to let someone know your intentions. A phone call would be sufficient.
 - So, the next time you get an invitation... **JUST** pick up the phone... **JUST** mail the RSVP card... **JUST** email you're coming or not... **JUST** don't forget... **JUST DO IT!** And everyone will be better off for it!...

<p>Respond Card 1</p> <p>Kindly respond by November 10 M _____ ___ persons will attend ___ unable to attend</p>	<p>Respond Card 2</p> <p>Say "we do" and respond by August 1, 2018 M _____ _____ We'll help make your day complete! _____ Number of Persons _____ We're unable, but hope your day is sweet.</p>
<p>Respond Card 3</p> <p>Please respond to this journey of love by October 10 Name _____ ___ Green light! We can make the trip! ___ Red light! We'll have to pass</p>	<p>Respond Card 4</p> <p>We look forward to celebrating with you Please reply by October 18, 2018 Name _____ Number of persons _____</p>

➤ **Declining an Invitation:**

Address

Date

Dear Mr. S

Thank you very much for your invitation to the dinner party. I would have been honored to be with you and meet our common friends. Unfortunately, my son has been ill for the last four days and my wife is also not here, so I will not be able to attend the party as I have to look after him.

Please accept my best wishes on this occasion.

Thanks.

Sincerely

Name

➤ **Unable to attend the birthday party:**

Address

Date.....

Dear John

It was very nice of you to have invited me to the birthday function of your son on 3rd January. I wish I could attend this function and enjoy meeting everyone but regret to say that because of an urgent pre-scheduled meeting with a foreign dealer, I shall be out of town on the day.

However, I am sending herewith a gift for Ray, I think he will like it.

Please convey 'my birthday wishes' to Ray.

With regards

Yours sincerely

Name

➤ **Accepting an invitation**

*Mr. James K Brown and Miss Jennifer Jacobs accept with pleasure the invitation of Mr. and Mrs. John Smith to a small holiday party and dance Monday, the twenty-third of December at seven o'clock.

*Dear Mr and Mrs. Whitehead,

Thanks for the invitation to the wedding of Janet and Roger, and we are looking forward to a beautiful and pretty celebration for the lovebirds.

Thanks,
Judy

*John and Jane Doe are pleased to accept the kind invitation of John and Jane Smith to join them in celebrating the graduation of their daughter, Jane Saturday, the twentieth of June, at 4 o'clock at the Riverside Country Club, 4500 Riverside Drive

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information for writing invitations	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Arrange the parts of invitations	➤ Arrange the parts of an e-mail following the guidelines; be careful with the words and spelling.
➤ Write a sample invitation	➤ Write an invitation for a wedding, reception and graduation and use all required words and expressions

At the end of this activity you will be able to express the main definitions and terms about writing invitations.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the invitations?		
4. Do you know meaning of the words that you write about?		
5. Do you pronounce the words correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the invitations you receive?		
8. Do you know the parts of an invitation?		
9. Can you name the types of invitations?		
10. Can you send RSVP note for an invitation?		
11. Can you write and send an invitation in proper style?		
12. Do you know how to response an invitation?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Look at the invitation below and write a response card.

<p style="text-align: center;">Grand Opening Please join us for cocktails and hors d'oeuvres to celebrate the Grand Re-Opening of the Men's Deluxe Suit Shop Thursday, the 20th of April from 4 p.m. - 8 p.m. 41 West City Street Dallas, TX 77042</p> <p style="text-align: center;">Please reply by the 5th of March to Nicolas at 555.888.9999</p>

2. Look at the letter below and give short answers to the questions

Sales Manager
Fine Leather Products Ltd
9 Orchard Road
Singapore

Dear Mr. Johnson,

Thank you for your letter of 14th pril with details of your UK sales trip and your kind invitation to lunch.

I am very pleased to hear that you will be in Exeter from 5th to 8th of June, staying at the Regal Hotel.

I am free on the 5th to meet you for lunch at the Regal. Many thanks for asking me.

I look forward to meeting you at noon in the main lounge.

Best Regards,

Michael Smith.

- 1) What does Michael do?
- 2) What was the date of invitation letter?
- 3) When will Mr. Johnson be in Exeter?
- 4) Where is Michael going to stay?
- 5) Are they going to have dinner or lunch together?

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity.

MODULE EVALUATION

1. Choose from the linking words provided below to fill the spaces in the following letter.

Mrs. D. Paul
Principal

Dear Mrs. Paul,

I am writing to inform you that we are about to move out the area ¹..... That my daughter Sarah will ²..... be leaving school on Sept 15th.

I have already contacted her new school and made arrangements for her to begin in a month. They would,³, like to have copies of her recent school reports. In the confusion of packing I have been unable to find them, ⁴..... would it be possible for you to send copies of them home with Sarah.

If there is anything else you would like to discuss, please don't hesitate to contact me.

Yours sincerely,

- 1) and, also, because, so
- 2) so, therefore, because
- 3) although, so, therefore, however
- 4) and, so, because, but

2. Write an invitation using the names of people and places you know. Do not forget to write the time and place.

You want to know fairly well to dinner. You have phoned them several times but they were out each time.

3. Read the following Wedding Invitation and write a RSVP note.

Mrs. Jane Jones
Mr. John Jones
Request the pleasure or your company
at the marriage of their daughter
Ann Nicole
to
Mr. Michael Joseph Peterson
Saturday the twenty sixth of June
Two Thousand and Four
at two o'clock
Mary's Church
921 Southwest Rd.
St. Louis, Missouri

Reception immediately following the ceremony

4. Write a note explaining your absence from work or school etc.

a) Dear Mrs. Delaware,

I am sorry that I was unable to attend
.....
(appointment, Monday, next Monday)

b) Dear Mr Nyland,

Miguel was absent from school.....
.....
(this morning, dentist, again next Tuesday morning)

5. You write a letter to your local council, thanking them for the fine work they have done in establishing a park in your suburb and suggesting one or two other projects which might improve things for local residents. (If possible find the address of your local council in the telephone directory. Otherwise address your letter to: Brighton Municipal Council, Town Hall, Brighton.)

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

LEARNING ACTIVITY-1 MEASURING AND EVALUATION

1.	<p>1-k 2-e 3-j 4-i 5-d 6-a 7-b 8-l 9-c 10-f 11-g 12-h</p>
2.	<p>Dear Mr. Anderson, I am writing to give you one month's notice of my intention to vacate the flat at 1/35 Baker Road, Florida. The increase in the rent means that I can no longer afford to live there. (c) So should you have any flats available nearby that are less expensive. I would be grateful if you would contact me.(a)In the meantime, I have no objection to your showing people through the flat (b) Thanking you for your assistance. Yours sincerely</p>

LEARNING ACTIVITY-2 MEASURING AND EVALUATION

1	<p>1-i 2-g 3-d 4-a 5-f 6-e 7-c 8-b</p>
2	<p>a) Copy of an invoice b) John Atkins c) It is 345765</p>

LEARNING ACTIVITY-3 MEASURING AND EVALUATION

1	Students' own answers according to the models
2	1) He is a Sales Manager 2) 14th April 3) He will in Exeter from 5th to 8th of June 4) He is going to stay at Regal Hotel 5) They are going to have lunch together

MODULE EVALUATION

1.	1)and 2)therefore 3)however 4)so
2.	Students' own answers
3.	Students' own answers
4.	a)..your party as I had an appointment on Monday b) ... because this morning he had appointment at the dentist.He will visit the dentist again next Tuesday morning.

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