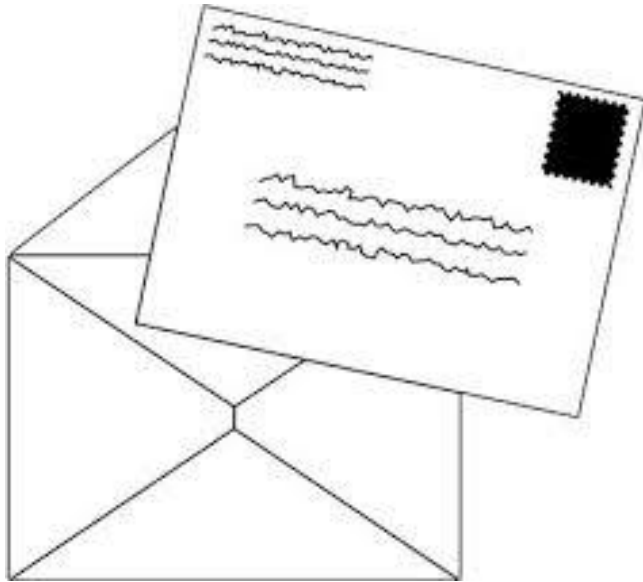
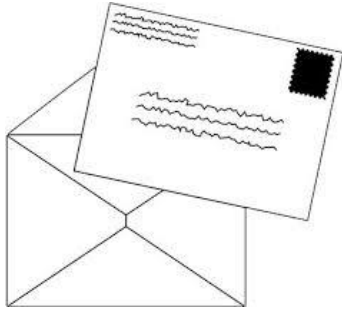


# Functional Writing Booklet

## Letters and Speeches





There are 2 types of letters:

Formal Letters (business letters)

Informal Letters (letters to your friend)

### **Types of Formal letters:**

- Letter of job application
- Letters of complaint
- Letters of enquiry (seeking information)
- Letters to an author

### **Layout**

A formal letter has two addresses- sender's address always goes on the top right hand whilst the receiver's address goes on the left hand side down from the sender's address.

### **Language**

The type of letter you are asked to write in the exam will determine the kind of language you use. You should employ a formal tone when writing a formal letter. Your language should be very formal and proper.

## Greetings

Dear Sir/Madam,



If I don't know who's going to be reading my letter

Yours faithfully,

YOUR FULL NAME

Dear Ms Lievens,



If I don't know the name of the person who's going to be reading my letter

Yours sincerely,

YOUR FULL NAME

## **Vocab required for a letter of complaint**

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*complaint*  
*purchased*  
*disgrace*  
*unacceptable*  
*expect*  
*refund*  
*repair*  
*replacement*  
*incompetence*  
*behaviour*  
*courtesy*  
*inhospitable*  
*not fit for purpose*  
*not as described*  
*not of merchantable quality*

## **Vocab required for an application of a job letter**

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*enthusiastic*  
*hardworking*  
*punctual*  
*good communication skills*  
*organised*  
*patient*  
*Extroverted*  
*honest*  
*can use my initiative*

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## **Good phrases to be used when writing a formal letter:**

I am writing in relation to.....

I am writing with regards to.....

I am seeking information relating to.....

I would like to inquire about.....

I would be **grateful** if you could.....

I would be very much obliged if you would.....

I would like to apply for the position of...

I think I am a suitable candidate for this job because.....

Please forward me a copy of.....

Please find enclosed a copy of my C.V.



## Speeches

The purpose of a speech/short talk is to inform or persuade. In the exam if you are asked to write a speech then it must be a speech that you write, so it must contain the following features:



**Facts and figures:** to inform and persuade your audience about something

**Rhetorical questions-** to engage your audience. This can be a very persuasive technique.

**Quotes from famous people-** to add weight to your argument.

**Anecdotes-** short witty stories that have a point to them and get your audience to side with you.

**Repetition-** to emphasise your point and helps the audience remember what you are saying.

**Hyperbole-** exaggeration for effect- a very persuasive technique- make things sound worse than they are.

## **Tone**

### **Emotive language**

Language that appeals to our emotions and makes us feel for the speaker/empathise with the speaker.



### **Persuasive Language**

Language that uses a lot of imperative verbs- 'must', 'can', 'cannot', 'believe', 'must not'.

### **Caveat/ Warning tone**

A tone that warns the audience that they must take action now

### **Informative tone**

You are providing the audience with information

### **Advisory tone**

You are giving your audience lots of advice- sound friendly and informative

## **Inclusive tone**

You include your audience in your talk. Use the word 'we' throughout your talk. This is a very persuasive technique.

## **Rhetorical Questions**

Do you with agree me?

Should we accept this?

Is this fair?

Am I right?

We cannot accept this, can we?

We mustn't allow this, right?



## **Using Information**

According to a recent survey % of people said  
.....

A recent poll by the ESRI found that % of  
people.....



**Convey your reaction to this fact or figure that you have used.**



This is shocking especially when you considered that.....

This is scandalous .....

This is a disgrace.....

This is unacceptable.....



### **Personal Engagement**

I think.....

In my opinion.....

I feel.....

### **Sayings**

Many hands make light work

A good start is half the battle

Faraway hills are green

Pennywise pound foolish

The early bird catches the worm

Early to bed, early to rise, makes a man healthy, wealthy and wise

Empty vessels make the most noise

You can put silk on a goat but it's still a goat

Like attracts like

