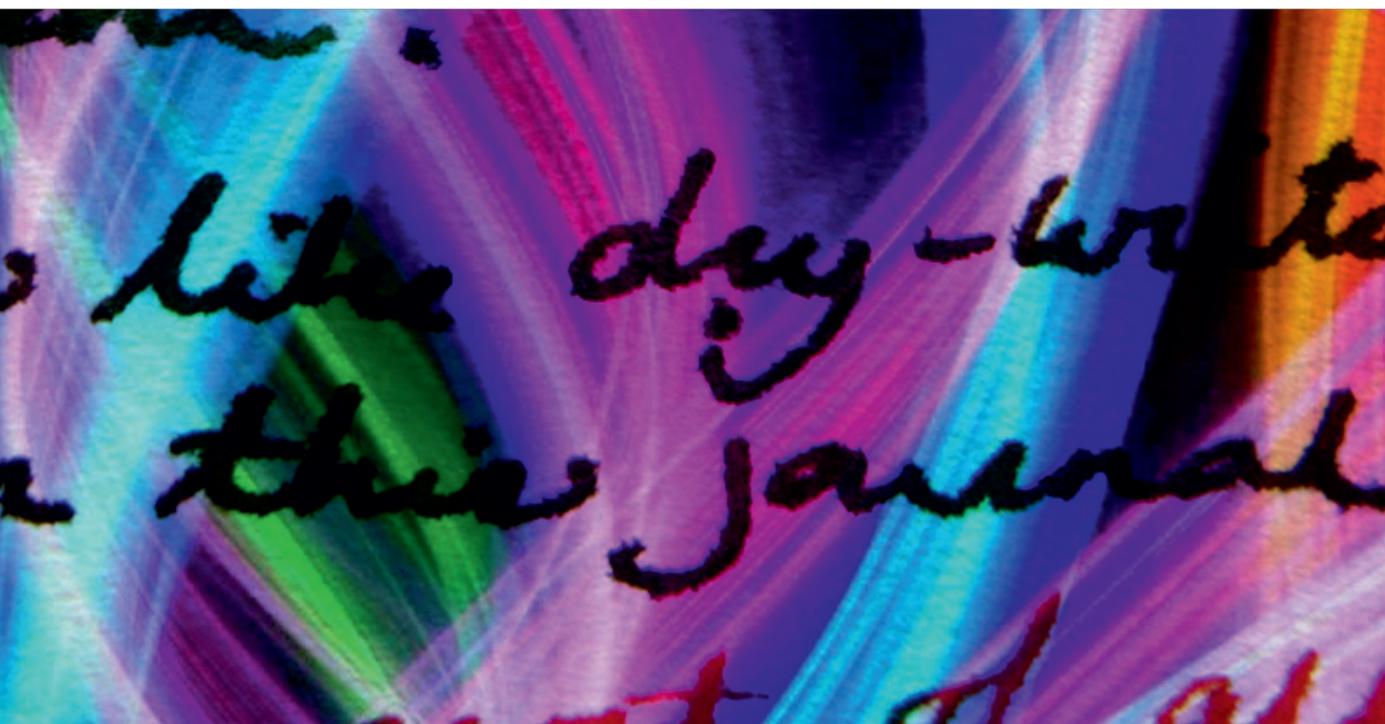


Junior  
Certificate  
School  
Programme

# Letter Writing

Student Workbook





# LETTER WRITING

## A Practical Guide



## LETTER WRITING WORKBOOK

Published by:  
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Based on an idea created by the JCSP literacy team literacy team. This edition, rewritten, updated and designed by Claire Rourke.

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# Introduction

This booklet is to help you understand the correct way to write different types of letters – though it also covers writing postcards and CVs as well as other, more instant, forms of communication, such as email and texting.

It has four parts:

- The first part covers personal letters, which are ones that you would write to family or friends. It also looks at other informal methods of communicating, such as postcards and memos.
- The second part covers formal letters. These are the ones you would write to people you do not know personally. There are two types of formal letter – covering letters and general business letters.
- The third part covers CVs and letters of application. A letter of application is similar to a formal letter, but needs to include quite specific information.
- The fourth part covers the more instant forms of communication, such as emails, texts and social media.

After a brief outline of the type of letter being explained, each section will give some examples, followed by a few exercises that will give you a chance to write your own letters.

# General Rules for Writing Letters

Most letters today will be written on a computer and printed. They should be on A4 paper and use only one side of the paper.

If you are writing a letter by hand, only use a blue or black pen. There are different paper sizes that can be used for personal letters, and you can write on both sides of the paper. You should always use A4 paper for business letters.

Below are the general rules for writing a personal and a formal letter. When you are completing the exercises, check these lists to make sure you have included everything that is needed. Check the sample letters too.

**TIP**

**When you have finished writing your letter, make sure you read over it to check your spelling, use of capitals, punctuation, etc.**

## How to write a personal letter

1.	Write your own address in the top left-hand corner of the page.
2.	Leave a line space and write the date underneath your address.
3.	Leave a line space and write the opening greeting underneath the address.
4.	Write the main part of your letter. Use a different paragraph for each point you make.
5.	On a new line, write the closing salutation (for example, 'Yours sincerely').
6.	Sign your name underneath the closing salutation.
7.	Before you post your letter, read it again to check for any spelling mistakes.

## How to write a formal letter

1.	Write your own address in the top left-hand corner of the page.
2.	Leave a line space and write the date underneath your address.
3.	Leave a line space and write the recipient's name and address underneath the date.
4.	Leave a line space and write the opening greeting.
5.	Write the main part of your letter. Use a different paragraph for each point you make.
6.	On a new line, write the closing salutation.
7.	Sign your name underneath the closing salutation.
8.	Put your name underneath your signature.
9.	Before you post your letter, read it again to check for any spelling mistakes.

**REMEMBER**

**Always write out the date in full – 15 February 2016, not 15/2/16.**

# General Grammar and Punctuation Rules

**TIP** If you are typing a letter on a computer, use the spellcheck when you re-read your letter. However, the spellcheck will not point out words that are spelled correctly but used in the wrong way. So make sure you read over your letter before you send it.

## Capital letters

In letters, capital letters are used:

- for proper nouns (the name of a place or organisation) – e.g. Tophill Community College, Coca-Cola, Greystones
- to start sentences – e.g. This letter ...
- names – e.g. Seán O’Brien
- titles – e.g. Mr, Dr, Ms
- the month in the date (also days of the week) – e.g. January, October
- in addresses – e.g. Ryhill Road, Severn Avenue, Youghal, County Meath
- for the start of greetings – e.g. Dear, Yours, Best

## Punctuation

### REMEMBER

**Don’t use punctuation in the address, date or opening greeting and closing salutation.**

In letters, punctuation is used in the main part of the letter.

- use a question mark to end a question
- use full stops to end a sentence – it is a good idea to keep your sentences short, so they don’t run on and on
- use a comma if you are using more than one adjective – e.g. ‘bright, intelligent, funny person’
- use a comma if you are listing things – e.g. ‘French, English and Maths’

### REMEMBER

- **There is no comma after the final item in a list or adjectives, or before ‘and’ or ‘or’ in a list of items/people.**
- **Commas are also used to indicate a pause in a sentence – e.g. ‘I wasn’t doubtful, I was certain’**

- use an apostrophe to indicate something belongs to someone – e.g. John’s book, Naomi’s sister, Mr Dodd’s classroom
- use an apostrophe when a letter has been left out of a word – e.g. **did not** becomes **didn’t**, **it is** becomes **it’s** and **would not** becomes **wouldn’t**

### REMEMBER

**Do not use an apostrophe for plurals (when there is more than one of something)**

- three cars, hundreds of people, many apples**
- three car’s, hundred’s of people, many apple’s**

## Words that are often confused

- there – indicates a place – e.g. ‘over there’
- their – belongs to a group of people – e.g. ‘their class’
- they’re – short for ‘they are’ – e.g. ‘they’re happy to play together’
  
- your – belongs to you – e.g. ‘your family’
- you’re – short for ‘you are’ – e.g. ‘you’re going to be late’
  
- to – indicates direction or in place of a noun – e.g. ‘he went to the shops’, ‘they handed it to Alice’
- too – means ‘also’ or ‘in addition’ – e.g. ‘she went too’
- two – the number – e.g. ‘there were two people in the swimming pool’
  
- it’s – short for ‘it is’ – e.g. ‘it’s going to be on Wednesday’
- its – when something belongs to the ‘it’ – e.g. ‘the dog chased its tail’
  
- which – identifies a specific thing – e.g. ‘the one, which he liked’
- witch – a woman believed to practise magic or sorcery – e.g. ‘the wicked witch of the west’
  
- weather – the day-to-day meteorological conditions – e.g. ‘the weather today was awful’
- whether – indicates uncertainty – e.g. ‘I don’t know whether or not he will be there’
  
- quiet – not noisy – e.g. ‘it was quiet in the cinema’
- quite – the complete extent of something – e.g. ‘it was quite the opposite’

- threw – when something has been thrown – e.g. ‘she threw the ball’
- through – starting at one place and going to another – e.g. ‘we drove through Dublin’
- complement – a person or thing that completes something, or goes well with something – e.g. ‘the sauce complements this meal’
- compliment – a remark or act that expresses admiration – e.g. ‘she gave him a compliment’
- affect – something that has an impact on something else – e.g. ‘the rain affected the football match’
- effect – to cause something to happen – e.g. ‘it’s difficult to know what the knock-on effect will be’
- ensure – to make sure something happens – e.g. ‘he ensured his homework was finished for Monday’
- insure – to pay a company to guarantee against the risk of something going wrong – e.g. ‘he insured his car’
- immigrant – someone who moves into a country – e.g. ‘Ireland has many Polish immigrants’
- emigrant – someone who leaves a country – e.g. ‘there are many Irish emigrants in America’
- principal – the head of a school – e.g. ‘this school has a new principal’
- principle – belief or rule for how someone behaves – e.g. ‘I don’t smoke on principle’
- formerly – something that happened in the past – e.g. ‘I formerly worked at the supermarket’
- formally – not casual – e.g. ‘we had to dress formally’
- especially – in particular or specifically – e.g. ‘invite everyone, especially your sister’
- specially – for a particular person or purpose – e.g. ‘it’s specially designed for teenagers’
- stationary – not moving, keeping still – e.g. ‘the cars were all stationary’
- stationery – writing materials (paper, pens, etc.) – e.g. ‘I went to the shop to buy stationery’



# SECTION 1

## Personal Letters



This section will look at writing:

- personal letters
- envelopes
- postcards
- memos



# Personal Letters

Personal letters are informal. They are written to people you know, such as friends and family. They should be friendly, chatty and relaxed, as though you are talking to the person receiving the letter.

You end a personal letter with an informal phrase, such as 'Best wishes', 'Love', 'Your friend'. You must, however, still follow the general rules for writing letters (check page 2).

Look at the examples of a personal letter below and complete the exercises that follow.

46 Riverview Park  
Glentown ← Your address  
Dublin 23

15 February 2016 ← The date

Dear Jim ← The opening greeting

How are things in Wicklow? I haven't seen you in ages, so I decided to write and give you all the news from Glentown.

The football team is doing really well this season. We have reached the semi-final of the cup! The new goalkeeper is great – he hasn't let in a goal in the past three matches.

My sister, Sandra, has just had a baby girl, so I'm now an uncle. Maybe I'll be able to make some money from babysitting and then I can come down and visit you.

Write soon and let me know all your news

Best wishes ← The closing salutation

Martin ← Your signature

Body of the letter made up of a number of paragraphs

## Personal letter exercises

In your copybook:

1. Write your own address and today's date as you would write it in a letter.
2. Write the following addresses and dates as they would be written on a letter.

Address	Date
65 shamrock court mounthill limerick	06-04-16
valeview shadowlands mallow county cork	28-09-16
125 st patrick's street doddermount dublin 22	17-11-16

3. Write your own signature as you would at the end of a personal letter.
4. Look at the following letter and rewrite it correctly. Use capital letters where they should be and correct any spelling errors you see. There are 15 mistakes you need to correct (11 capital letters, 3 spellings and 1 full stop).

12 tulip road  
flowertown  
dublin 20

6 february 2016

dea sally

How are you settling down to your new school in cork? our class is quite different since you left. It's much quieter for a start!

We had an English test yesterday. When Mrs byrne came in today with the results she was so mad there was nearly smoke coming out of her ears.

Luke Cassidy and Sandra Martin have split up. Luke is really down in the dumps but otherwise everyone is in great form. We're all going down to a gig on friday in the sports center – I wish you were coming with us

Right soon and let us know how you're doing in Cork.

Bye for now

Joe

5. Pretend that you are Sally. Reply to Joe's letter, telling him about life in your new school in Cork.
6. Write out the following closing salutations as they would be written at the end of a letter:
  - best wishes tom
  - lots of love margaret
7. Your school is undertaking an exchange with a school in Spain. Write to Yolanda, a student at the Spanish school, and introduce yourself. Let her know you are looking forward to her visit to Ireland. Below are some details you need – you can make up everything else.

<b>Student</b>	Yolanda Aldana
<b>School</b>	Language School of Madrid
<b>Address</b>	Nunez de Balboa 1 28001 Madrid Spain

# Envelopes

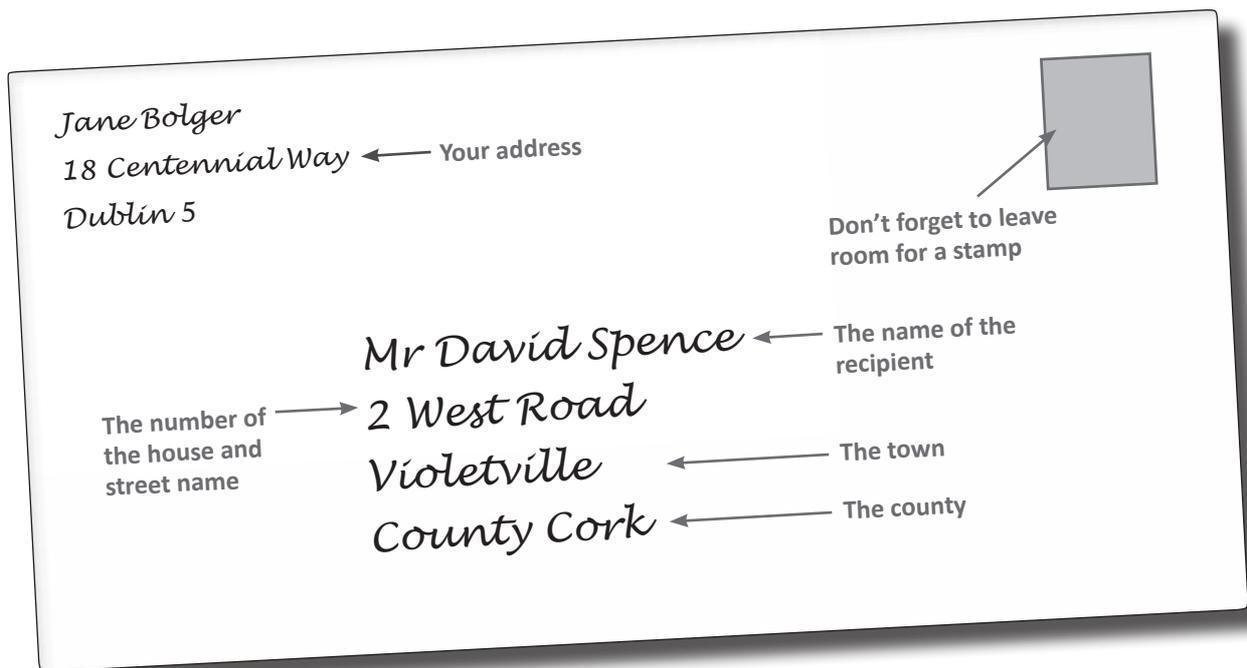
When you have written your letter, it should be placed in an envelope before it is sent. There is a standard way to address an envelope so that they can be read by sorting machines at the post office.

You should also include your own address in the top left-hand corner. Then, if the letter cannot be delivered, it can be returned to you.

## REMEMBER

There is no need to use punctuation on an envelope.

Look at the example of a correctly addressed envelope below and complete the exercises that follow.



## Envelope exercises

In your copybook:

1. Address an envelope to yourself.
2. Write out envelopes for the following addresses:

Addresses
Ms Amy Murphy 25 Gate Lodge Bawnboy County Cavan
Mr and Mrs O'Toole 168 Treetown Monageer County Wexford
The Manager Riverview House Main Street Ardee County Louth

3. The envelope below is addressed incorrectly. Rewrite it correcting the mistakes – there are 15 mistakes (11 capital letters and 4 groups of things are in the wrong place).

	Adam Harpur 23B Mountain view apartments carrickmines County dublin
14 hill street Westport county mayo	mr Joe o'brien

# Postcards

The postcards being referred to here are not the picture-postcard type you might send when we're on holiday. This section will cover plain postcards which are designed to be sent without an envelope.

On the 'front' side of the postcard, you write the name and address of the person to whom you are sending the card. You write this in the same way as you address an envelope, leaving room for a stamp. You write your message on the 'back' of the postcard.

Postcards can be used to:

- enter competitions
- confirm appointments
- invite people to events
- send a short message or reminder.

Some companies use postcards as a form of advertising to let potential customers know about a product or service.

## REMEMBER

**Picture postcards are used to send greetings when you are on holiday. For this type of postcard, you do not need to include your own address.**



Look at the example of a short message below.

*St Alban's School  
Brookfield  
Dublin 20*

*13 June 2016*

*Dear Alice*

*Could you please come in for a meeting in Room 15 on Thursday, 16 June 2016 at 8.45 a.m.*

*Best wishes  
Pat Doyle*

Postcards can also be used to invite people to events, such as a party, wedding or launch. When you receive an invitation this way, it will include the letters RSVP followed by a contact name, phone number or email address. There will also be a date by which you need to reply. You need to contact the person mentioned before the date to let them know if you will be going to the event.

**TIP** RSVP stands for *répondez s'il vous plait*, which is French for **please reply**.

**MOUNT TOWN COMMUNITY COLLEGE**



**We are delighted to invite you to the opening of the new library**

**Monday, 10 October 2016**  
**10 a.m.**

RSVP by 30 September  
Ms Dunne, Principal, Mount Town College • T: 01-342-9780 • E: principal@midtown.ie

## Postcard exercises

In your copybook:

1. There is a competition in your local newspaper for a meal for two in a restaurant in your town. To enter, you have to write your name and address on a postcard and give the answer to a question. The answer to the question is 'June 2014'. Write an example of the postcard you would send to enter this competition.
2. You receive an invitation to the open day for a new gym. Write a postcard letting the owner know whether or not you will attend.

Contact at gym	Isobel Daly
Time and date of open day	2.30 p.m. on Monday, 18 April 2016
Address	Relax! Gym, Wheat Road, Kilanton, County Kilkenny

3. You have been sent a letter inviting you to attend an interview for a college course. Write out both sides of the postcard you would send to accept the interview. Address one side of the postcard to the interviewer and, on the other side, write a short message. Below are the details you need.

Interviewer	Mr Alan Smith
Time and date of interview	2.30 p.m. on Monday, 18 April 2016
College	Greenfield College of Further Education
Address	Davis Campus, Menlo Park, Galway, County Galway

# Memos

A memo is a short note that gives someone a message or some information. They can be very simple – such as a PostIt letting people know you’ll be back soon – or they can be more structured.

Memos are often used in a business environment. For example, they can be used to let someone know they have missed a phone call or that the time of a meeting has changed. They are informal and you only need to write the name of the person to whom the memo is written, the message and your own name. Many businesses will have a ‘memo pad’ for writing down these short notes.

## REMEMBER

Even though memos are short, you should still check that you have spelled everything correctly and used an appropriate writing style.

Look at the examples of memos below and complete the exercises that follow.

Mr Davies  
Sandra Collins from  
Ace Artwork phoned.  
Could you call her  
back please? Her  
number is  
01-275-7676.  
Sinead

Back in 10  
minutes

### PHONE MESSAGE

To: \_\_\_\_\_

From: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Message: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Memo exercises

In your copybook:

1. You are working in an office on a work placement. Write a memo telling your manager that he has missed a phone call. Below are the details you need – you can make up everything else.

Manager's name	Sean Evans
Time of call	10.30 a.m.
Caller's name	Jamie Carwood

2. Write a memo to your mum, letting her know you've gone to the shops and will be back in 15 minutes.
3. Write a memo to your colleague, Sandra Wall, letting her know the time of her performance review has changed to 2.15 p.m. on Monday, 27 June 2016.

## Personal letters wordsearch

X H N L B C W S D N E I R F M D B H  
 X O P W A E E D F T Q A L R P O N P  
 K O M L D Q S R A S D P P C L P Y D  
 I S A R D I J T A T O T A Y Q E H X  
 Q I T H R R J B W S E P Q F Y N A G  
 G G S S E C A C T I I S E J N I P P  
 J N P Q S G H C O T S B G W R N P M  
 H A S N S C A A A U Q H O D X G O E  
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 Q E W L T V H Y T M L Z R J R E M E  
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 S K V D X M U L B U X I L J Y G K S  
 R I N F O R M A L Q A G D O S H S G  
 W P A R A G R A P H S H P P V M S M

address

dear

paragraphs

appointment

envelope

personal

best wishes

family

postcard

capital letters

friends

signature

chatty

informal

stamp

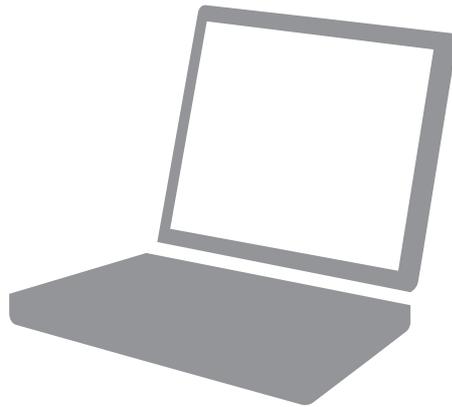
county

love

town

# SECTION 2

## Formal Letters



This section will look at

- covering letters
- general business letters



# Introduction

There are two main types of formal letter you will need to know about.

- The first is a covering letter, which you use when you are enclosing something else with the letter (such as your CV or an application form).
- The second type of letter is a general business letter. In this type of letter, all the details needed by the person receiving the letter are given in the body of the letter.

# Covering Letters

A covering letter is a brief letter that accompanies something else being sent in the envelope or parcel. For example, if you are sending your CV for a job application, you would write a covering letter to go with your CV. (See page 38 for more detailed information about covering letters for CVs and job applications.)

A covering letter explains the contents to the person receiving the letter or parcel. Today, covering letters are often typed on a computer, rather than hand written.

## TIP

**Sometimes, when applying for a job, the job advertisement will ask for a hand-written covering letter. If this is the case, all other points for writing a covering letter should be followed – but it should be handwritten. Read any job advertisement carefully to understand how to apply.**

Other types of covering letter are:

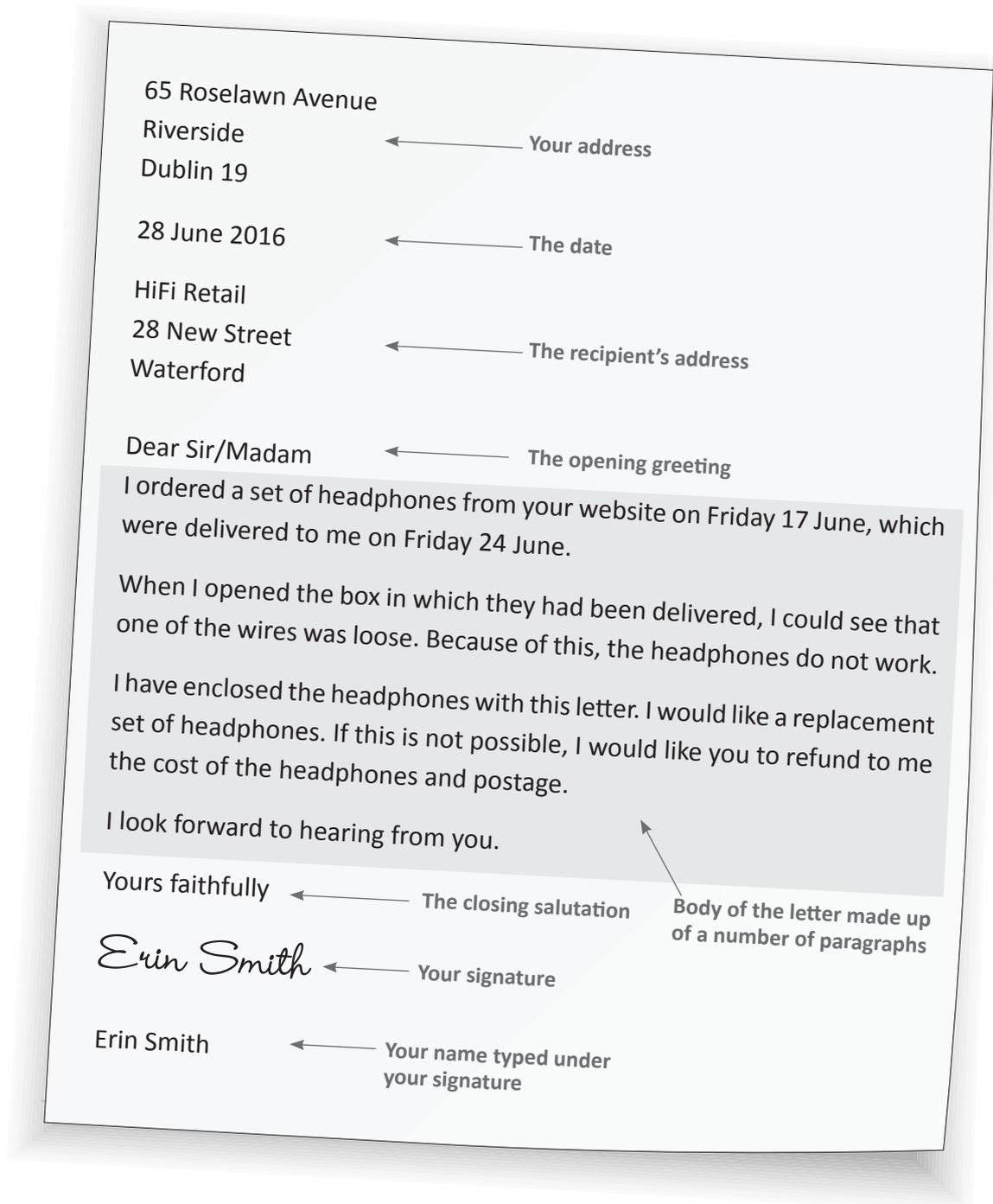
- **When making a payment:** A covering letter would outline what the payment is for and also the amount of the payment (such as a cheque enclosed with the letter).
- **When returning faulty goods:** A covering letter would outline when and where the goods were bought and what is wrong with them.
- **When sending in a form:** A covering letter would outline details of what the form is for.

Covering letters all have a similar format. They should:

- be typed using one side of A4 paper.
- have your address in the top left-hand corner of the page.
- have the date underneath your own address.
- have the recipient's address below the date.
- have an appropriate opening greeting. If you know the name of the person to whom you are writing, use his/her name. For example, 'Dear Mr O'Brien' or 'Dear Ms Lucas'. If you do not know the name of the person to whom you are writing, use 'Dear Sir' or 'Dear Madam' (or 'Dear Sir/Madam').
- contain a brief outline of why you are writing in the main body of the letter. For example, the letter could mention that you have enclosed your CV for a particular job. If you are returning faulty goods, outline when and where the goods were bought and what is wrong. If you are enclosing a form, outline what the form is for.

- have an appropriate closing salutation. If you have used a specific name in your opening greeting, close your letter with 'Yours sincerely'. If you have not used a specific name in your opening greeting, close your letter with 'Yours faithfully'.
- ensure your signature is written above your typed name.

Below is an example of the type of covering letter you could send when returning faulty goods.



## Covering letter exercises

In your copybook:

1. You are going on a school trip with your class. You have to send a cheque for the cost of the trip directly to the travel agent. Write a covering letter to accompany the cheque. Below are the details you need; you can make up anything else.

Name of the travel agent	Ms Alice Wright
Address of the travel agent	125 Hooper Street, Letterkenny, County Donegal
Cheque amount	€25

2. You want to apply for a Saturday job with your local leisure centre. Write a covering letter to go with your CV.
3. Below is a letter returning the brake for a scooter which was bought online. The letter has five mistakes. Rewrite it correctly.

20 Amber Road  
Hill View  
Kilkenny

[www.scoovertown.ie](http://www.scoovertown.ie)

Dear Tom

I ordered a Razor Ultra Pro Brake from your website on Monday, 22 February. However, when I opened the parcel that was delivered, it contained a collar clamp not a brake.

I have enclosed the collar clamp, could you please send me the correct brake.

I look forward to hearing from you.

Best wishes

Helen Doorley

## Covering letters quiz

<b>1. In a covering letter, where do you place your address?</b>		
<input type="checkbox"/> In the top left-hand corner	<input type="checkbox"/> In the bottom right-hand corner	<input type="checkbox"/> In the top right-hand corner
<b>2. What closing salutation do you use if you do not know the name of the person to whom you are writing?</b>		
<input type="checkbox"/> Yours sincerely	<input type="checkbox"/> Best wishes	<input type="checkbox"/> Yours faithfully
<b>3. You are returning a faulty iPhone you bought online at <a href="http://www.fonesrus.ie">www.fonesrus.ie</a>. What opening greeting do you use?</b>		
<input type="checkbox"/> Dear Sir	<input type="checkbox"/> Dear fonesrus	<input type="checkbox"/> Dear Sir/Madam
<b>4. You are sending your CV to Ronan Quinn. Which opening greeting do you use?</b>		
<input type="checkbox"/> Dear Mr Quinn	<input type="checkbox"/> Dear Sir	<input type="checkbox"/> Dear Ronan
<b>5. You are sending your CV to Ronan Quinn. Which closing salutation do you use?</b>		
<input type="checkbox"/> Yours faithfully	<input type="checkbox"/> Yours Sincerely	<input type="checkbox"/> Yours sincerely

# General Business Letters

General business letters do not have anything else posted with them. Therefore you need to include all the information the recipient needs in the body of the letter.

This type of letter can be used in many situations. For example to:

- make a general job enquiry
- send or reply to an invitation
- write to a newspaper
- complain about a service or goods

**TIP**

**See page 41 for more detailed information about letters for job applications.**

The layout of a general business letter is the same as that of a covering letter. It is the content of the letter that is different.

A general business letter needs to have lot more detail than a covering letter, and will be longer. You need to give the recipient all the information they need in the main part of the letter.

However, try and keep the letter to one or two pages. Letters enquiring about jobs should be only one page.

**TIP**

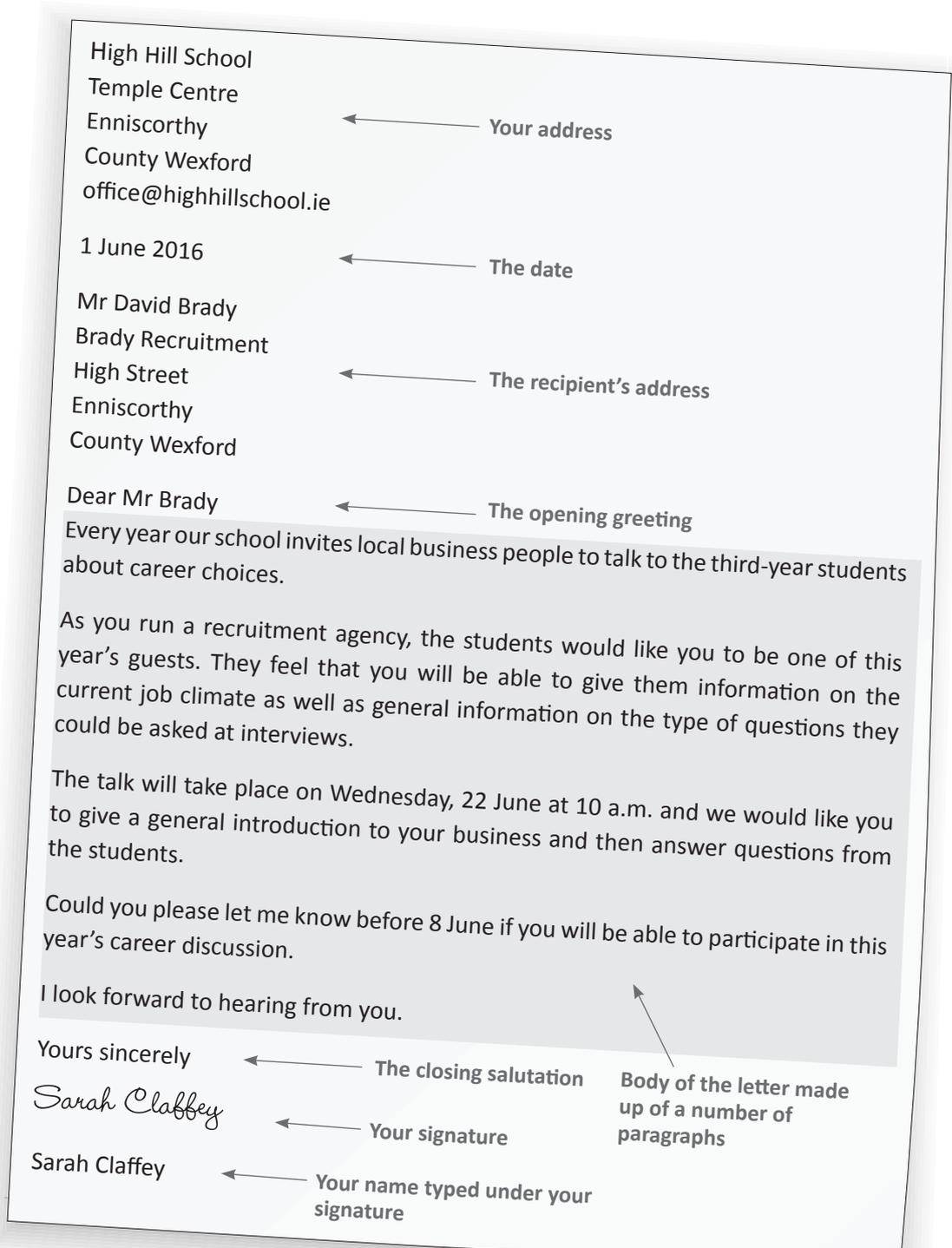
**If sending a letter via email, you should still follow the same rules as if you were sending it in the post. The only differences are that you do not need to include any addresses or the date.**

The layout of a general business letter is the same as a covering letter. It should:

- be typed using one side of A4 paper.
- have your address in the top left-hand corner of the page.
- have the date underneath your own address
- have the recipient's address below the date.
- have an appropriate opening greeting. If you know the name of the person to whom you are writing, use his/her name. For example, 'Dear Mr O'Brien' or 'Dear Ms Lucas'. If you do not know the name of the person to whom you are writing, use 'Dear Sir' or 'Dear Madam' (or 'Dear Sir/Madam').
- contain a brief outline of why you are writing in the main body of the letter. For example, if you are complaining about a service, give details about what was wrong. If you are returning faulty goods, outline when and where the goods were bought and what is wrong. If you are enclosing a form, outline what the form is for.

- have an appropriate closing greeting. If you have used a specific name in your opening greeting, close your letter with 'Yours sincerely'. If you have not used a specific name in your opening greeting, close your letter with 'Yours faithfully'.
- have your name typed underneath the space in which you will sign your name.

Below is an example of a general letter inviting someone to give a talk to a school.



Below is an example of another type of general letter – a letter of complaint.

65 Roselawn Avenue

Riverside

White Park

Dublin 19

3 October 2016

Pat Long TD

Leinster House

Dublin 2

Dear Mr Long

I am writing to you about children's safety in White Park playground. This playground is meant to be a safe area but it is dangerous and dirty for the children who play there.

In the past three months, three pieces of equipment in the playground have broken and are dangerous. Part of the roof of the 'Wendy house' has come away and there are several nails sticking out. The swings are damaged and cannot be used, and many of the bolts which should attach the slide to its frame are missing.

As well as this, the paint is peeling from most of the equipment and the bin inside the playground has not been emptied in two months.

Could you please ensure that someone looks into this and that the playground is made safe for our children.

I look forward to hearing from you.

Yours sincerely

*Joe Ryan*

Joe Ryan

## General business letter exercises

In your copybook:

1. Your school is holding an end of year concert to help raise money for a new football pitch and would like to invite a local band to play. Write a letter of invitation to the band's manager. Give details of the concert and the reason for inviting the band.
2. Write a letter to your local radio station asking them to have fewer stories about teenagers behaving badly, and more stories about how teenagers help the community. Give two examples of both the bad news stories and the positive stories.
3. Write a letter to your principal giving details of a bullying incident that you have witnessed. Include details of what happened and how long the bullying has been going on.
4. Write a letter to your local leisure centre and ask if they have any summer jobs for which you could apply.

# Envelopes

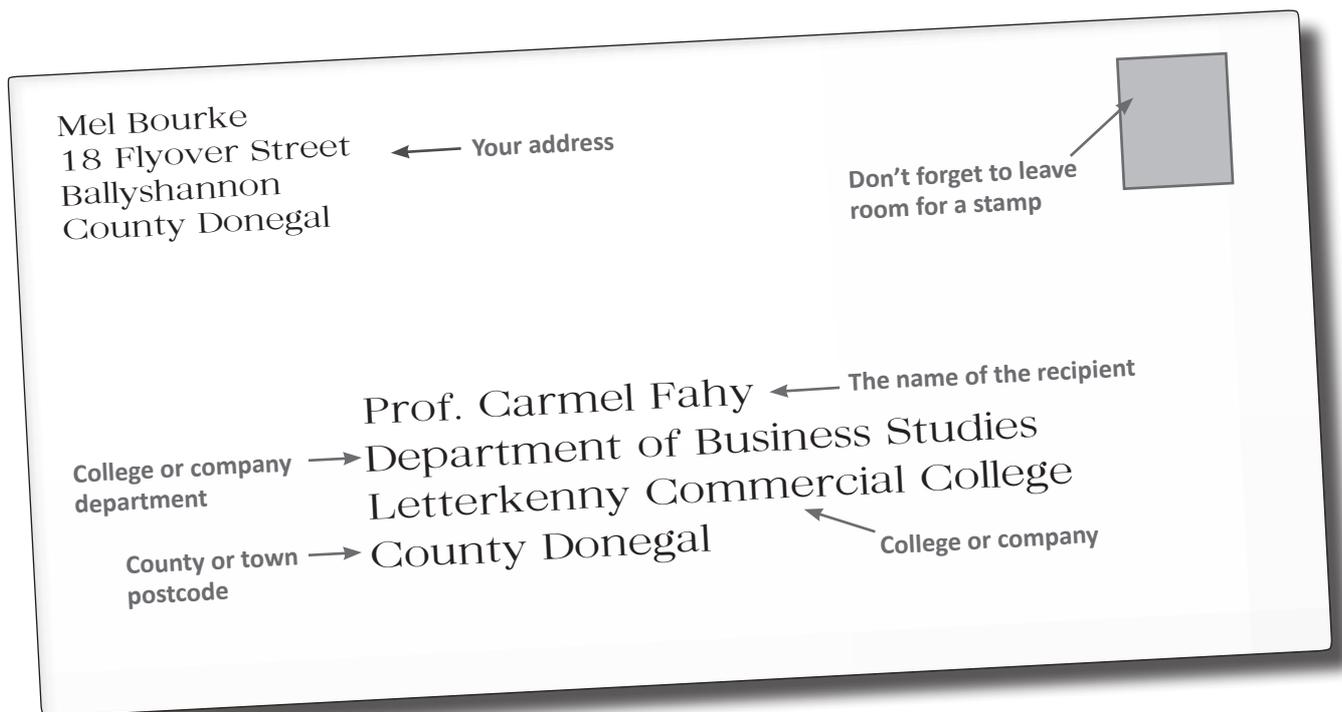
When you have written your letter, it should be placed in an envelope before it is sent. There is a standard way to address an envelope so that they can be read by sorting machines at the post office.

You should also include your own address in the top left-hand corner. Then, if the letter cannot be delivered, it can be returned to you.

## REMEMBER

**There is no need to use punctuation on an envelope.**

Look at the example of a correctly addressed envelope below and complete the exercises that follow.



## Envelopes exercises

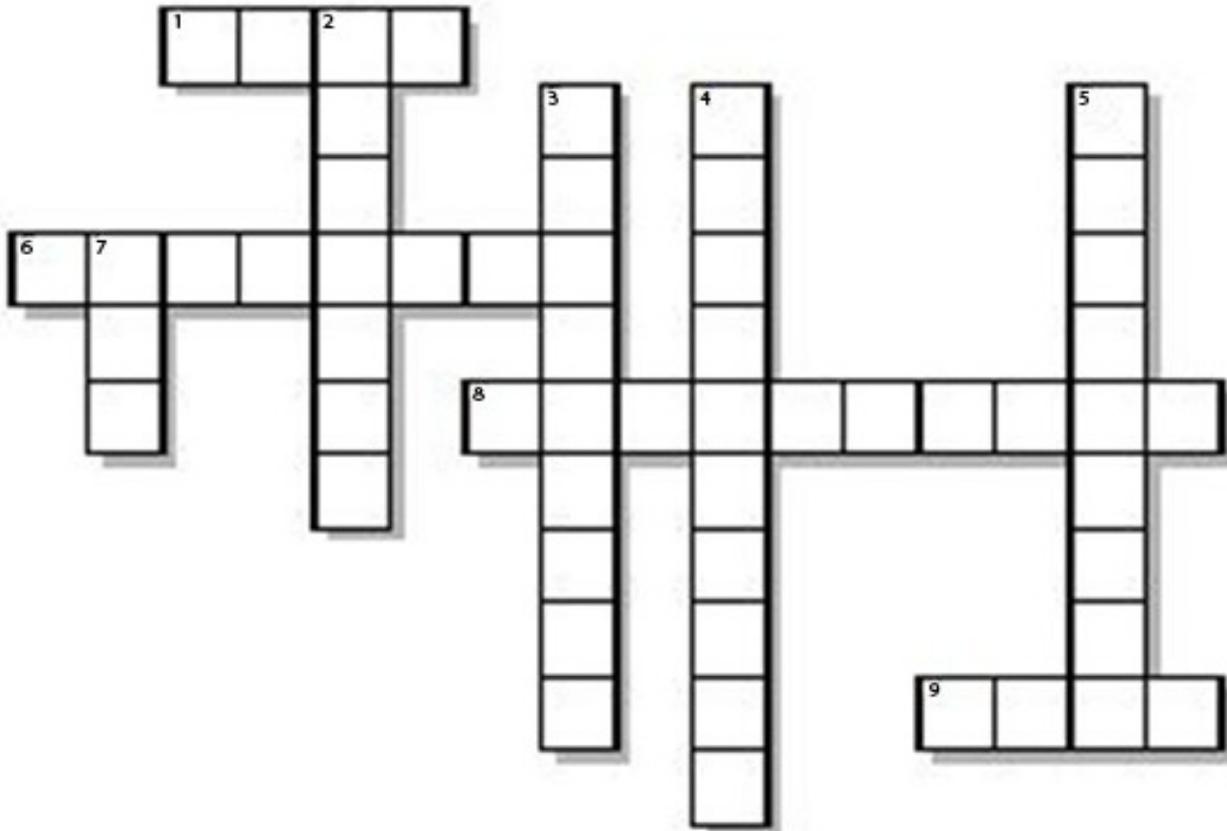
1. Write out envelopes for the following business addresses:

Addresses
Ms Karen McGrath Secretary Hilltop Athletics Club Ballinamore County Leitrim
Dr Andrew Matthews Physics Department Youghal Central College Youghal County Cork
Mr Donal Breen Personnel Manager Side Alley Hotel Main Street Limerick City

2. The envelope below is addressed incorrectly. Rewrite it correcting the mistakes – there are 15 mistakes (7 capital letters are wrong and the elements of the envelope are in the wrong place).

	Max Scully Flat 5 glendown apartments County dublin	
	department of economics Blackrock Business College	MS Aoife carwood Dublin 4

## Formal Letters Crossword



### Across

- The first word in an opening greeting.
- You write this in the top left-hand corner of a letter.
- Your name written at the bottom of the letter.
- A letter asking someone to attend an event.
- The type of letter sent when something is wrong.
- How many pages should a job enquiry letter be?
- The first word in an opening greeting.
- If you don't know the name of the person to whom you are writing, use this closing salutation 'Yours ....'.
- Tells the person receiving the letter when it was written.

### Down

- The first word in an opening greeting.
- You write this in the top left-hand corner of a letter.
- Your name written at the bottom of the letter.
- A letter asking someone to attend an event.
- The type of letter sent when something is wrong.
- How many pages should a job enquiry letter be?

# SECTION 3

## CVs and Letters of Application



This section will look at

- CVs
- Covering letters when applying for a job
- Letters of application



# Introduction

It is very important to write a good letter when you are applying for a job. There are two types of letter that you can use when looking for a job:

- covering letters
- letters of application

You will also need to write your CV. This contains all the main points about you and your experience, so that employers learn about you easily.

A covering letter – which has the same layout as the covering letters on page 22 – is used when you are sending in your CV or an application form

A letter of application is used when you are not sending in your CV or an application form. In this type of letter, you need to include information about yourself and the job you are applying for.

## TIP

**You may be asked to fill in an application form or send in your CV when applying for a job. For both of these, you would write a covering letter to go with the form/CV. This type of covering letter will have the same layout as other covering letters (see page 22) but will need to contain certain information to attract the attention of employers.**

# CVs

A CV is used when you are applying for a job. It is a summary of who you are and what experience you have that employers can use to see if you are suitable for the job they have on offer.

Your CV should include:

- Your name
- Contact details
- List where you went to school
- Your qualifications
- Any work experience
- Your hobbies/interests
- The name and contact details for two people who will provide references.

## TIP

**CV stands for Curriculum Vitae, which is Latin for ‘the course of my life’.**

**Don't be afraid to use some design in your CV—especially if you are applying for a job where design would be important.**

**You can use a second page if it's needed.**

## TIP

**CURRICULUM VITAE - KENNETH MCCARTHY**

**Personal Details**  
**Address** 99 Thornbush Grove  
 Riverside  
 Jamestown  
 County Kerry  
**Email** kenneth.mccarthy@gmail.com  
**Date of birth** 16 February 1998

**Secondary Education**  
**School:** Jamestown National School  
 The Hill  
 Jamestown  
 County Kerry  
**Dates attended:** September 2011–2019  
**Qualifications** 1. Junior Certificate, 2014  
 2. Leaving Certificate, 2019  
 English (C), Mathematics (B), Irish (D),  
 Spanish (C), History (C), Biology (C)

**Work Experience**  
**Employer** Mr John Ryan  
**Address** Golden Supermarket  
 Churchgate Avenue  
 Jamestown  
 County Kerry  
**Dates** June 2017–2018  
**Part-time** 10 hours a week  
**Duties** General assistant: stacking shelves,  
 packing customers' bags, collecting goods  
 for customers' online orders.

**Interests and Hobbies**  
**Gaelic Football** I am a member of Jamestown GAA Club  
**Mounaineering** I am a member of the Ace Climbing Club  
**Other qualifications** I have my St John's Ambulance first aid  
 certificate.

**References**  
 1. Mr John Ryan  
 Golden Supermarket  
 Churchgate Avenue  
 Jamestown  
 County Kerry  
 2. Ms J. Nolan  
 Principal  
 Riverside Community College  
 Jamestown  
 County Kerry

Below is an example of a CV.

## CURRICULUM VITAE

**Name:** Kenneth McCarthy  
**Address:** 99 Thornbush Grove  
Riverside  
Jamestown  
County Kerry  
**Email:** kenneth.mccarthy@gmail.com  
**Date of birth:** 16 February 1998

### Secondary Education

**School:** Jamestown National School  
The Hill  
Jamestown  
County Kerry  
**Dates attended:** September 2011–2019

### Qualifications

1. Junior Certificate, 2014
2. Leaving Certificate, 2019  
Subjects: English (C), Mathematics (B), Irish (D), Spanish (C), History (C), Biology (C)

### Work Experience

**Employer:** Mr John Ryan  
**Address:** Golden Supermarket  
Churchgate Avenue  
Jamestown  
County Kerry

**Dates:** June 2017–2018  
**Part-time:** 10 hours a week

**Duties:** General assistant: stacking shelves, tidying the store, packing customers' bags, collecting goods for customers' online orders, checking in-store promotions.

### Interests and Hobbies

**Gaelic football:** I am a member of the Jamestown GAA Club  
**Mountaineering:** I am a member of the Ace Mountaineering Club

### Other Qualifications

I have my St John's Ambulance first aid certificate.

### References

1. Ms J. Nolan  
Principal  
Riverside Community College  
Jamestown  
County Kerry
2. Mr John Ryan  
Golden Supermarket  
Churchgate Avenue  
Jamestown  
County Kerry

## Covering letters and emails

If you are sending your CV to a company in response to a job advertisement, you should send a covering letter which mentions the job for which you are applying.

65 Roselawn Avenue  
Riverside  
Dublin 19

28 June 2018

Mr S Brown  
Topside Retail  
55 Broad Street  
Jamestown  
County Kerry

Dear Mr Brown

I would like to apply for the position of shop assistant that was advertised in *The Irish Times* on Friday, 24 June.

I enclose a copy of my CV, which outlines my educational qualifications and work experience. As you can see, I have worked in the retail industry for the past year.

I am available for interview at any time and look forward to hearing from you.

Yours sincerely

*Kenneth McCarthy*

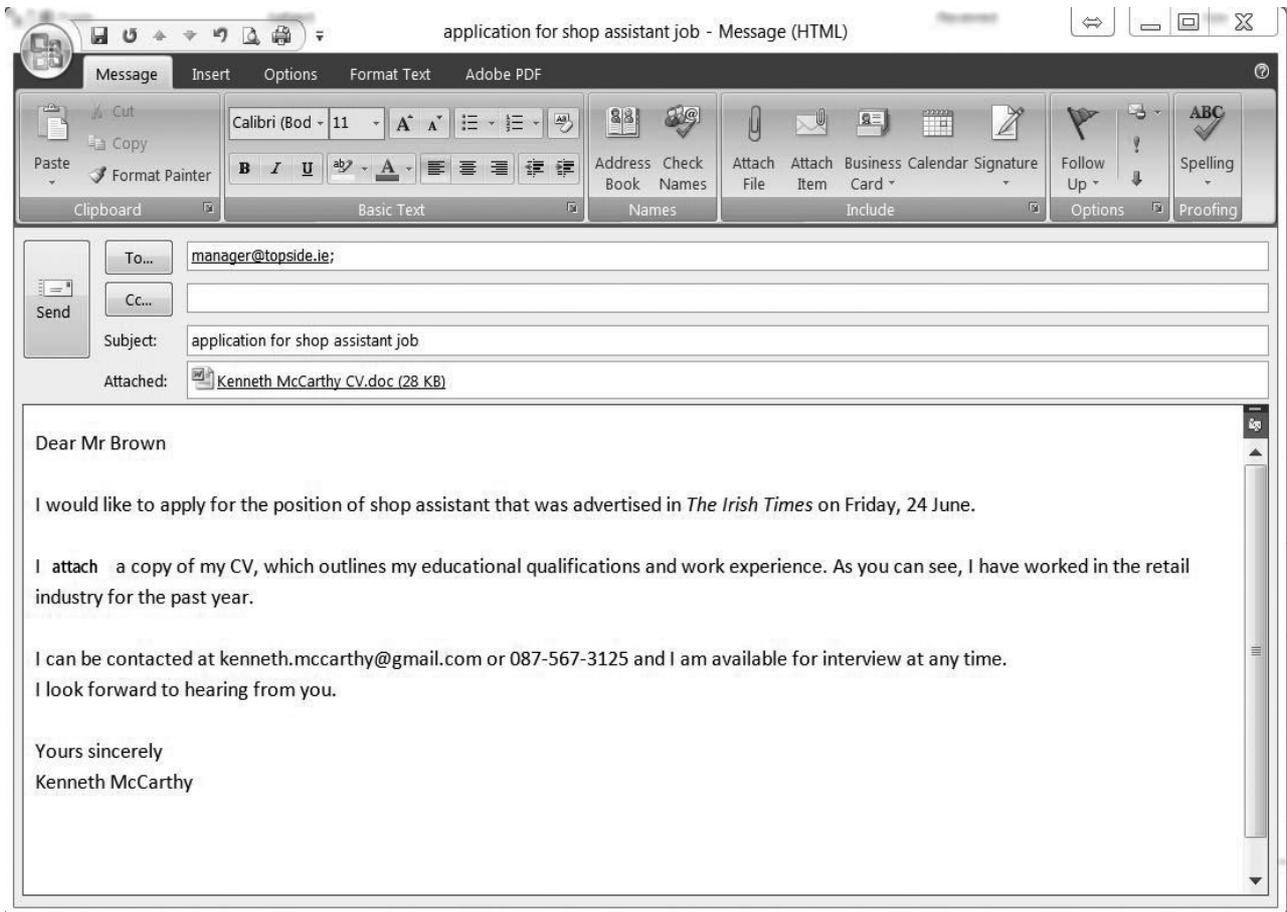
Kenneth McCarthy

## CVs and Letters of Application

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Many companies post job vacancies on their websites and are happy for people to send in their CVs via email. If this is the case, write a brief email that outlines your experience and mentions the job for which you are applying.

If you are sending your CV via email, it is a good idea to include your contact details in the covering email.



---

## CV exercises

In your copybook:

1. Write your own CV.
2. You want to apply for a job you have seen advertised on a company's website. The advertisement asks for you to email your CV to the personnel manager, Mr David Sweeney. Write the email you would send with your CV. Below are the details you need – you can make up anything else.

<b>Website</b>	www.springs.ie
<b>Position available</b>	Junior designer

3. You want to apply for a job as a junior mechanic at Davitt's Garage, Vale Road, Briarstown, County Tipperary. The advertisement asks you to post your CV to the office manager, Ms Kathleen Dunne. Write the covering letter you would send with your CV. Below are the details you need – you can make up anything else.

<b>Job advertised in</b>	<i>Tipperary Star</i>
<b>Date of advertisement</b>	Monday, 22 August

# Letters of Application

You would write a letter of application when applying for a job where you do not need to send in your CV. This type of letter is longer than a covering letter, as it has to include some of the details that would be on your CV. These include:

- the job you are applying for
- where the job was advertised
- your work experience
- what you are currently doing (working, in school, etc.).

Below is an example of a letter of application.

63 Wood Road  
Beechill  
Glentown  
County Monaghan

28 June 2018

The Manager  
Mac's Restaurant  
Red Lane  
Glentown  
County Monaghan

Dear Sir/Madam

I would like to apply for the position of waiter as advertised in the *Monaghan Times* on Friday, 24 June.

I am fifteen years old and have just completed third year in Brooklawn Community College. I received my Junior Certificate with strong marks for English, Maths, home economics and metalwork.

For the past year, I have had a part-time job in Dawson's Supermarket where I gained experience of working with the public.

I would like to become a chef and feel that working in your restaurant will give me valuable experience that will help me in my future career.

I am available for interview at any time and look forward to hearing from you.

Yours faithfully

*Karen Andrews*

Karen Andrews

Not all jobs are advertised – either in newspapers or online – sometimes writing to a company and letting them know you are available can help you when you're looking for a job.

Below is an example of a general letter of application, where a company hasn't advertised a job vacancy.

63 Wood Road  
Beechill  
Glentown  
County Monaghan

3 October 2016

Mr Dermot Mooney  
Hightown Dining  
Long Road  
Glentown  
County Cork

Dear Mr Mooney

I am writing to ask if you have any temporary positions available for the Christmas period.

I'm a Fifth Year student at Glentown Community School and would be available to work from Monday, 28 November. I am a good communicator, have initiative and am cool-headed in stressful situations.

I would welcome the opportunity to meet with you in order to introduce myself to discuss my experience and any suitable positions that may be available.

Yours sincerely

*Maeve Jensen*

Maeve Jensen

**TIP**

If you are sending your CV to a company when a job hasn't been advertised, try and find out who the best person to write to is and address your letter to them.

## Letter of application exercises

In your copybook:

1. Write a letter of application for the following job, which was advertised in the *Bray People*, on Wednesday, 1 June 2016.

### MIDTOWN FASHIONS

We are looking to take on a full-time junior buyer for our new store opening this September.

We want someone who has a thirst for fashion – someone who knows what to look for and can adjust to trends and changing market demands.

This job presents many opportunities in the fashion world for the right person – a competitive salary, positive work environment and the chance to develop a career in the fashion industry.

If you are motivated and want to work in fashion, send your CV to:

Paula Michaels  
Midtown Fashions  
Quinn's Street  
Bray  
County Wicklow



2. You read in your local newspaper that a new bookshop is opening in your town. Write a general letter to the manager and let them know you would like to be considered for a job. Below are some details you need – you can make up everything else.

<b>Manager</b>	Max Grogan
<b>Address</b>	Upstairs Books, Springston Shopping Centre, Athlone, County Westmeath

3. An Post is taking on extra staff for Christmas. Write a covering letter that you will send in with your completed application form. Below are some details you need – you can make up everything else.

<b>Address</b>	An Post, Personnel Department, GPO, O'Connell Street, Dublin 1
<b>Start date</b>	Monday, 28 November 2016
<b>End date</b>	Friday, 6 January 2017



# SECTION 4

## Other Types of Communication



This section will look at:

- Email
- Texting
- Social media/website forms



# Introduction

There are other types of communication that have evolved over the past twenty years because of advances in technology, including emails, texting and social media. Today, these are all used by organisations – businesses, schools, colleges, sports clubs, social groups – to communicate with the wider public.

They can be very useful if used correctly and can make it easier to contact people, gather information and confirm plans.

# Email

In many cases, email has taken the place of writing letters. Emails are delivered instantly and reliably, and can help speed up the process of sending and gathering information. The only difference to a letter is that you do not need to include either your address or a date.

**TIP** Leave your text speak for your phone and friends.

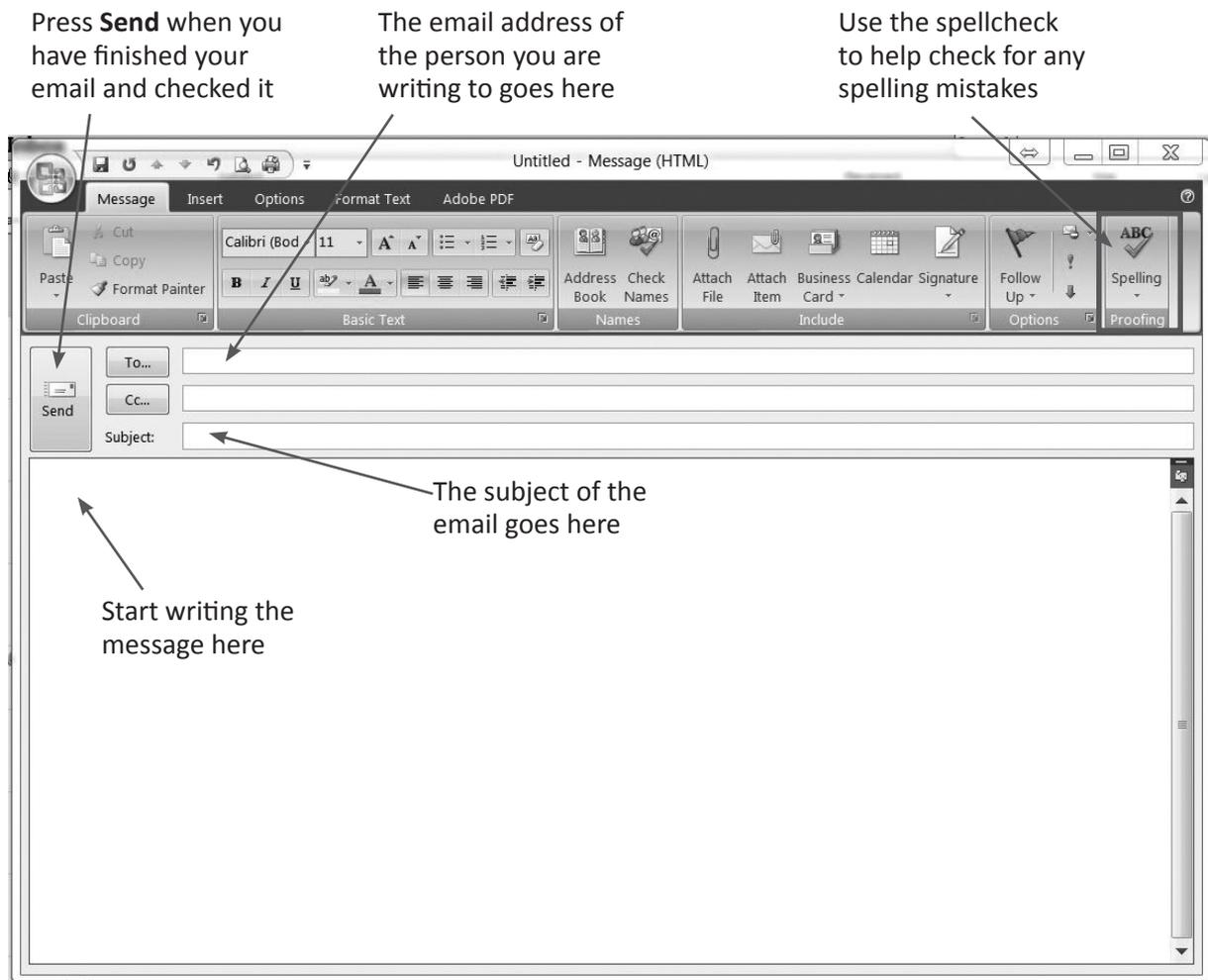
However, even though using email can be an informal way of sending a message, you still need to think about the type of language you use:

- If you need to send an email on behalf of a company you are working for – or when you are trying to get a job – it is necessary to follow the same rules as if you were writing a letter.
- Make sure you switch on the automatic spell check. This will help you when checking what you have written.
- Make sure you read your email two or three times before you send it. This isn't just to check for spelling or grammar errors – it is so easy to type an email and send it. You should make sure that you do not say anything inappropriate.
- Emails are used for many types of communication and can be either formal (such as sending in a CV for a job) or informal (such as letting a friend know you have to cancel an arrangement to meet for coffee). You should use a style of language – formal or informal – that matches the reason you are sending the email. For example, you should not use chatty, informal language when you are asking for information about a possible job.

**REMEMBER**

**Don't forget to re-read your email before you send it.**

Below is a blank email window.

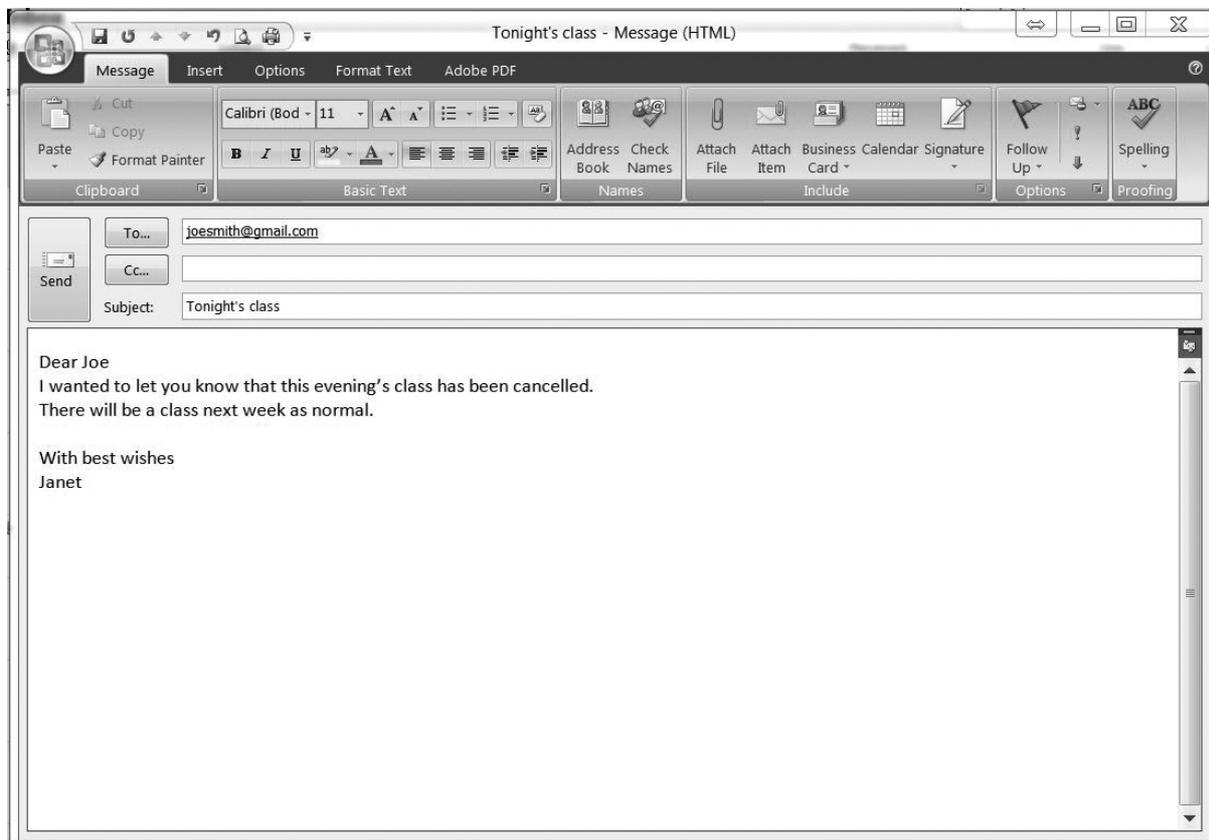
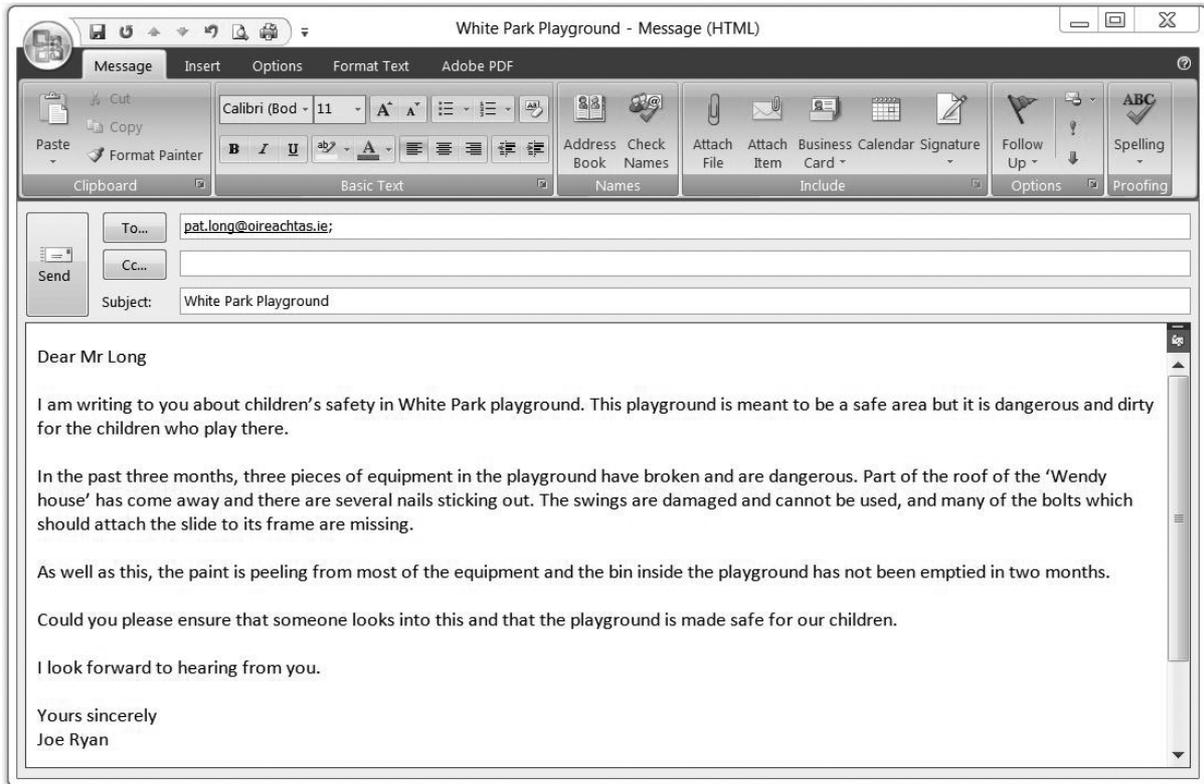


- The email address of the person to whom you are writing should go in the space next to the **To...** box.
- You should include a subject, or topic, for your email in the space next to the **Subject** box.
- You type your email in the main part of the window. Remember, your email is similar to a letter. Start with an opening greeting. Include all the necessary details in a few paragraphs and close with a suitable closing salutation.

### REMEMBER

- If you use a person's name in the opening greeting, the closing salutation should be 'Yours sincerely.'
- If you do not know the name of the person to whom you are writing, use 'Dear Sir/Madam' as the opening greeting and 'Yours faithfully' as the closing salutation.

Below are examples of both formal and informal emails. Which one do you think is the formal email?



## Email exercises

In your copybook:

1. You need to email your coach to let him know that you won't be able to play in next week's hurling match. Write an appropriate email, giving the necessary details.
2. You have a Saturday job in a local DIY store. You want to book two weeks holiday in August. Write an appropriate email to your manager asking for time off.
3. You want to book a weekend camping trip. Write an email to Lakeshore Camping asking if they have any sites available.

## Social Media and Website Forms

Shopping, booking a flight, requesting information, all these can all be done via the internet quickly and easily. For example, the easiest way to find out what time a shop opens is to check the company's website.

By its very nature social media – Facebook and Twitter – are informal. Messages posted online do not require the same structure as letters or emails. For example, posting a one-line question on a company's Facebook page may be all you need to do to get the information you need.

However, the language you use when posting needs to be appropriate:

- Do not swear
- Do not use text speak
- Avoid using 'he' and 'she' as you often don't know who will be replying to you
- DO NOT USE JUST CAPITAL LETTERS – this is like shouting.

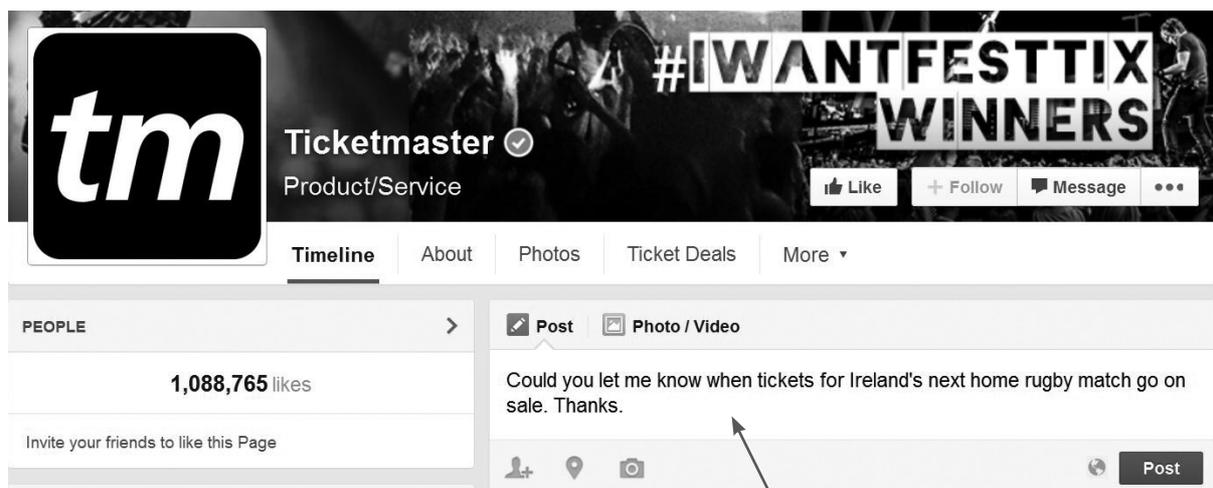
### REMEMBER

**Do not post something online that you would not say in person.**

If you want a company to take your question – and you – seriously, you need to talk to them in an appropriate way.

### REMEMBER

**Companies often check people's social media pages when vetting people for jobs!**



Keep any questions or requests short and to the point

## Social media and website exercises

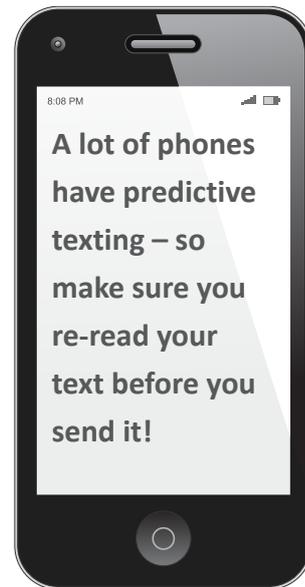
In your copybook:

1. You want to book a hotel online. Write the message you would send via the hotel's online contact form, asking if there is a room available. Make up any details you need.
2. Twintown Heroes, your favourite band, are going on tour. Write the message you would leave on their Facebook page, asking if they will be playing in your hometown.
3. You have been trying to book tickets for an Ireland v. Brazil soccer match, but the website keeps crashing. Write the message you would leave on the Facebook page of the ticket seller, asking why their website isn't working properly.

### Texting

Texting is something that is mainly done between friends and family – and a whole language has evolved around it. This keeps messages short and saves time.

However, you may have to text someone more formally – for example, your teacher to say you are sick and won't be in school. You need to understand that, at certain times, you need to use formal language in a text. If you are sending your boss a text, don't use text speak, slang or emoticons.



# Abbreviations and Acronyms

You can find many abbreviations and acronyms in letters.

- An abbreviation is a shortened word – for example, **Mr**
- An acronym is a word created from the first letter is taken from a number of words in a phrase – for example **RTÉ** is an acronym of **Raidió Teilifís Éireann**

## REMEMBER

When an abbreviation ends with the same letter as the full word, there is no need to use a full stop. For example Mister becomes Mr – as both words begin and end with the same letter, there is no need to use a full stop.

## Abbreviation and acronym exercises

Match the abbreviation or acronym with its full meaning.

Mr	used for a doctor
NB	Nota bene (Latin for <b>note well</b> ), used when you want to point out something that is important
RSVP	used for a priest
Dept	Post scriptum (Latin for <b>written after</b> ), used when you add extra information to a letter below your signature
Fr	used for a man
Ms	<i>Répondez s'il vous plait</i> (French for <b>please reply</b> ) used on invitations, when you want people to let you know if they will accept the invitation
PS	short for Department
Dr	used for a woman

## REMEMBER

There is no need to use any punctuation in an acronym.



