

CLASS XII

LETTER WRITING-LETTER OF ENQUIRY & REPLY

A letter of enquiry is written to enquire about services or products. The format is similar to any formal letter. But the language used should be appropriate to the enquiry.

Remember

- To identify yourself, Clearly state the purpose of writing, To be brief and to the point, Be positive and polite

While enquiring about a particular course the important points to be remembered are:

1. eligibility criteria, admission procedures (admission tests/ entrance tests, if any), duration of the course, fee details (mode of payment, whether it can be paid in instalment), ask for a prospectus, any other relevant information.

SAMPLE

You are Hardeepak Singh, a brilliant student who has completed his class X from a small town in Himachal Pradesh, where not many facilities are available. You friend has shown you an advertisement about a coaching centre for IIT-JEE. Write a letter to the Director of Surya Coaching Centre asking for more details.

A-4, Duffdunbar
Manali

5th April, 2015

The Director
Surya Coaching Classes
Sarabha Nagar, Chandigarh

Dear Sir

Sub: Enquiry about IIT-JEE Coaching classes

This is with reference to your advertisement in the 'Indian Express' for IIT-JEE coaching classes. I have appeared for my class X examination from the CBSE and am awaiting my result. I am keen on joining your institute for the coaching classes.

Kindly let me know about the procedure of applying for the screening test and also the date of the test. I would also like to know the duration of the coaching programme and frequency of classes per week. Information about the fees payable and the study materials is also welcome along with a copy of the prospectus.

I have heard that yours is a reputed institute and I would like to enrol as soon as possible. Your early response will enable me decide fast.

Yours faithfully

S/d

Hardeepak Singh.

REPLY-SAMPLE

As the Director of Surya Coaching Centre write a reply to the above letter.

The Director
Surya Coaching Centre
Sarabha Nagar, Chandigarh

15 April, 2015

Hardeepak Singh
A -4, Duffdunbar
Manali

Dear Sir,

Sub: Reply to your enquiry about coaching classes

Thank you for your letter dated 5th April, 2015 making enquiries about our classes. While appreciating your interest in the coaching classes, the required information is as under.

The application is available online on our website www.suryaclasses.com. You may download the same, fill it up duly and send the same by post along with copies of your mark sheets and two passport size photographs. The date of the entrance is tentatively 20th of May 2013. The duration of the coaching programme is six weeks with three classes per week. The fees payable is Rs.5500 and can be paid in two equal instalments.

I have sent a copy of our prospectus along with this letter. Wishing you good luck and a bright future.

Yours faithfully

Sd/-

DHEEREN SHAH

Practice Question:

1. Write a letter to the Managing Director, New Woodlands Hotel, Chennai, to find out the rates for conducting the Class XII farewell party on their lawns, enquiring about the catering costs per head, service charges and other details. You are Neil / Neelam, Coordinator of Public Relations of CMI Public School.
2. Write a reply to the above letter.

N. B. The following are two real-life samples for your close observation. Pay attention to the details and explanations given on the right margins of the samples.

Sample Business Letter (Making an Enquiry)

As Director of M/s Mehta & Company, 44 Main Road, Coimbatore, Tamil Nadu, write a letter to a firm manufacturing computers enquiring about the features, prices and terms of sale for their computers.

44 Main Road
Coimbatore
Tamil Nadu

16th April 20xx

Ref. No MC/EN/HF-16/06

M/s Bathliwala Computers Pvt. Ltd.
31 Esplanade Road
Mumbai

Dear Sirs

Subject: Catalogue & Quotation of Latest Range of Computers, Printers & Peripherals

Please allow me to introduce our concern as the largest suppliers of computers and peripherals to educational institutions in Tamil Nadu. For the new session, we wish to buy 400 new Intel Core i5 computers, 220 i5 laptops, 70 laser printers, 90 coloured printers, 3500 UPS and a sizeable quantity of peripherals.

Could you please send us a detailed catalogue of your products along with best prices and terms and conditions, including mode of payment? Please, do let us know what discount we can get on the order of this magnitude and how much time your company would need to deliver the goods at our warehouse in Coimbatore.

Looking forward to hearing from you soon.

Yours truly

O.P. Mehta
Director
Mehta & Co.

Enquiries are letters asking for information regarding the catalogues, prospectus or brochures, quotation or prices, samples, terms and discounts, availability of goods, methods of transport, delivery period and deadline.

Here are some useful tips on writing effective enquiry letters:

- Be polite and formal.
- Introduce yourself and mention your requirements.
- Ask for detailed information about the product including prices, discounts and terms and conditions.
- Keep the tone friendly and pleasant.
- Add a courteous closing.

Sample Business Letter (Reply to Letter of Enquiry)

As the Sales Manager of M/s Bathliwala Computers Pvt. Ltd write a suitable reply to M/s Mehta & Company's letter of enquiry about the supply of computers and peripherals.

25th April 20xx

Your Ref. No MC/EN/HF-16/06

Messrs Mehta and Co.
44 Main Road
Coimbatore

Dear Sirs

Subject: Our Catalogue and Quotation for Racer Computers, Printers & Peripherals

We thank you very much for your letter of enquiry dated 16th April and are pleased to enclose a copy of our latest illustrated catalogue showing our entire range of computers, printers, CVTs, UPS and other peripherals along with prices valid for next three months.

You will find our Racer Core i5 (with Intel-2467M Processor) computers and compatible Racer Laserjet Printers quite suitable for your needs. As regards the laptops you need, may we suggest our best in class Racerbooks, powered by second generation Intel Core i5 Processor? We have a ready stock of all the peripherals that you may need.

The prices are ex-factory which means sales tax, octroi, VAT and transport costs will be realized extra. In view of your bulk order, we will be very happy to offer you a discount of 10% on the listed prices if you pay us 100% advance along with the order. Buying our products means value for money and peace of mind after sales. Our products come with a one year guarantee and are supported by our excellent after-sale service at your door step.

Our representative will be very happy to call on you at your convenience to finalize the order. Should you have any queries about our products and prices, please do call or write to us.

Looking forward to doing business with you.

Best regards

Yours faithfully

R. Hingorani
Sales Manager

Enclosure: Catalogue of our products

Bathliwala Computers Pvt. Ltd.

31 Esplanade Road, Mumbai

A reply to a business letter of enquiry should begin with an acknowledgement of the letter and proceed straight away to respond to the different points of enquiry. The objective should be to convert the enquiry into business. It is the best advertisement a company can make for its products and services.

The following tips can make the reply to a letter of enquiry very effective:

- Be polite and courteous
- Thank the sender for his/her interest in your products/services.
- Give a brief but accurate reply to all the points of enquiry.
- Show keen interest in doing business with the sender and offer to provide more details.
- Enclose a catalogue, brochure, price list etc. for the sender's reference.
