

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
МИКОЛАЇВСЬКИЙ НАЦІОНАЛЬНИЙ АГРАРНИЙ
УНІВЕРСИТЕТ

Факультет культури й виховання

Кафедра іноземних мов

АНГЛІЙСЬКА МОВА

методичні рекомендації для здобувачів
другого (магістерського) рівня вищої освіти спеціальності Н1
Агрономія та G18 Геодезія та землеустрій денної та заочної форм
здобуття вищої освіти

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ПЕРЕДМОВА

«Англійська мова: методичні рекомендації для здобувачів другого (магістерського) рівня вищої освіти спеціальності Н1 Агронімія та G18 Геодезія та землеустрій МНАУ денної та заочної форм здобуття вищої освіти» підготовлені згідно з кредитно-трансферною системою навчання. Вони призначені для аудиторних занять та самостійної роботи здобувачів вищої освіти другого (магістерського) рівня вищої освіти спеціальностей Н1 Агронімія та G18 Геодезія та землеустрій МНАУ денної та заочної форм здобуття вищої освіти з дисципліни: «Ділова іноземна мова (англійська) та наукові комунікації».

Методичні рекомендації складаються з десяти частин: I. CV, II. Cover letter, III. Letter of inquiry, IV. Letter of complaint, V. Job offer letter, VI. Order letter, VII. Confirmation letter, VIII. Letter of complaint, IX. Follow-up letter, X. Appreciation letter.

Методичні рекомендації містять інформацію, що допомагає здобувачам вищої освіти писати різні види ділових листів, набути практичних умінь і навичок англійського писемного мовлення для використання у своїй майбутній професії.

Методичні рекомендації допоможуть здобувачам вищої освіти оволодіти компетентностями в процесі вивчення курсу «Ділова іноземна мова (англійська) та наукові комунікації», а саме: здатність спілкуватися іноземною мовою, вільно спілкуватися усно і письмово державною та іноземною мовами з питань професійної діяльності, досліджень та інновацій у сфері агрономії, геодезії та землеустрою.

Метою методичних рекомендацій є оволодіння діловим мовленням а саме написання різних видів ділових листів, що сприятиме розвитку комунікативних здібностей. На кожну тему модуля відводиться 2-6 годин аудиторних занять та 2-8 годин самостійної роботи. За роботу на аудиторних заняттях здобувач може отримати від 5 до 20 балів.

Дане видання допомагає здобувачам поглибити та систематизувати лексичний матеріал, а також набути практичні уміння і навички написання ділової кореспонденції. Для підготовки методичних рекомендацій використовувались матеріали із новітніх підручників, автентичних джерел та періодичних видань.

I. CV (CURRICULUM VITAE)

Learn how to write a curriculum vitae, often called a CV in the UK or résumé in American English.

Maria Jones

Digital Marketing Specialist

Profile

I have five years' experience in various digital marketing roles. I have a proven ability to create successful marketing campaigns in line with brand identity and values. I am a strong collaborator with outstanding communication skills, and have comprehensive experience of using my specialist knowledge and expertise in analytics for a wide variety of marketing initiatives.

Employment History

June 2017 – present Digital Marketing Specialist for Zinco, a global insurance start-up

My role involves working to tight deadlines to design, create and launch marketing campaigns via social media.

I have developed advanced knowledge of a range of social media platforms and digital marketing tools.

I specialise in driving successful campaigns and excel in analysing their impact.

I have experience launching digital billboards in places such as train stations and shopping centres.

Sept 2016 – June 2017 Creative break from employment to travel and blog

I travelled through 12 countries, met several professional bloggers and started my own travel blog.

I built up a community of followers and started to monetise my blog through sponsored posts.

May 2014 – Aug 2016 Digital Marketing Assistant, Krunch Ltd

Responsibility for overall social media strategy and regular posting on key channels.

I played a key role in numerous campaigns to boost engagement with our brand.

I also supported three product launches.

Education

2014 Diploma in Digital Marketing, Leeds Beckett University, UK

2012 A-levels (Psychology, English, Art & Design), Leeds City College, UK

Skills and Interests

Competent WordPress developer Skilled in Adobe InDesign and Adobe Illustrator Advanced Spanish (C1) Intermediate German (B1) Photography Travel

References

Available on request

Full Name and Surname

Objective/Job title

Address: _____

Tel: _____

Email: _____

Summary of Qualifications:

- _____

Key competencies:

- _____

Professional Experience:

Years – Position (employment)

Company Name (web site), Location (city, state or country)

Activities and responsibilities:

- _____

Accomplishments:

- _____

Education & Additional Education:

Years — High School's name, Location (city, state or country)

Discipline Degree

Additional Skills:

Languages: _____

Computer skills: _____

Curriculum Vitae

Personal information:**First name Last name****Date of birth:****Age:****Permanent Address:**

...Street, Ap. ...

Mykolayiv

Ukraine

54055

Tel.: +380

E-Mail:

Employment History**09/2012 -****present time****Назва підприємства****Назва посади****Job description:****09/2004-08/2012****Назва підприємства****Назва посади****Job description:****Education and Qualifications****09/2003-07/2004****Mykolayiv national agrarian university,Faculty****Speciality:** " назва спеціальності на англ "**Qualification:** назва кваліфікації на англ мові. Master degree.**09/1998-08/2003****Mykolayiv national agrarian university,Faculty****Speciality:** ""**Qualification:** Bachelor degree.**Secondary Education****09/1987-06/1998****Mykolayiv specialized comprehensive secondary school №**

Certificate of secondary education

Other skills and achievements**Achievements:****Languages:** English, German, Ukrainian, Polish**Computer skills:** Microsoft Office Word, Excel, Internet navigation & e-mail**Other skills:** organized, responsible, punctual, creative, self-motivated and honest; decisive and forward thinking; strong and quick acquiring of new technologies; proven leadership experience, works effectively with different types of people on all levels; ability to work under pressure.**Hobbies und Interests**

- Gym, fitness, travelling, reading detectives, cooking Ukrainian and Polish food

Tips

1. Start with a short profile to show who you are and what you offer.
2. List your employment history, starting with the present.

3. Explain any gaps, for example time spent travelling or having children.
4. Use bullet points for your main responsibilities and experience in each role. Choose the aspects of your previous jobs that are most relevant to the new job you are applying for.
5. Then give your educational background. List the relevant qualifications that you have, starting with the most recent. Include the title of your qualification, where you studied and the date you successfully completed it.
6. Consider putting Education above Employment if you don't have a lot of work experience yet.
7. List other experience or interests you may have if they are relevant to the job.
8. If you have someone who could support your application, add their contact details or say *References available on request* at the end.

Task 1

1. It is a good idea to start with a short summary about you.
True False
2. You should write your work history in order, with your most recent job at the end.
True False
3. You should list all your responsibilities in detail.
True False
4. You should give the full title of your qualifications, with the date you passed each one and the organisations that awarded them to you.
True False
5. It is a good idea to include hobbies if they are relevant to the job.
True False
6. Include references to support your application if you can.
True False

II. COVER LETTER

Look at the cover letter and do the exercises to improve your writing skills.

Preparation Match the vocabulary with the correct definition and write a–h next to the numbers 1–8.

1. an insight a. connected with taking care of the health of animals

- | | |
|-----------------------|--|
| 2. hands-on situation | b. a clear, deep understanding of a difficult problem or situation |
| 3. a sanctuary | c. extremely useful |
| 4. expertise | d. to make stronger |
| 5. veterinary | e. practical, that involves doing rather than just reading or learning about something |
| 6. to reinforce | f. not shared with anyone else |
| 7. sole | g. high level of knowledge or skill |
| 8. invaluable | h. a safe place where animals can be protected |

Choose the six things you should include in a cover letter. Tick (✓) all the correct answers.

Which job you are applying for and how you found out about the vacancy

Brief biographical details

Your experience and personal qualities related to the job Your negative personal qualities

Your motivation for applying

Why you left your previous job

Your salary expectations

A complete list of your exam results and qualifications

What you can offer the company if they give you the job What other documents you are attaching or enclosing with the letter

EXAMPLE OF COVER LETTER

Dear Sir or Madam,

I am writing to you to express interest in² the voluntary work placement at your animal sanctuary which I saw advertised on your website.

I am eighteen years old and in my final year at secondary school, due to sit my A levels next summer. I am planning on taking a degree in veterinary science at university and have received two conditional offers. As you will see³ from my CV, I have always shown an interest in working with animals and have relevant experience from voluntary work which I carried out at a local dogs' home. In this position I had sole responsibility for taking care of some dogs' daily needs, such as feeding, cleaning and exercise. In addition to this,³ I regularly spend time on my uncle's farm throughout the year and usually help him take care of the animals. This³ hands-on experience has reinforced my decision to seek a

career working with animals. Both the dogs' home and my uncle would be willing to provide references.

I am hard-working, punctual and willing to help out with any kind of job at the sanctuary. My decision to undertake a degree in veterinary science confirms my interest in and commitment to the field. I am certain that experience working at your animal sanctuary will provide an invaluable insight into working with animals and a unique opportunity to acquire a range of skills and expertise.

I hope I have shown that I am an ideal candidate for this position⁴ and please find attached my CV.

I look forward to hearing from you.⁵

Yours faithfully,¹

Emily Jones

TOP TIPS FOR WRITING

1. Begin and end the letter appropriately.

Beginning: *Dear Sir or Madam* with no name – Closing: *Yours faithfully*

Beginning: *Dear Mr / Mrs / Ms* + surname – Closing: *Yours sincerely*

2. Give a clear reason for writing.

I am writing with regard to ... / to enquire about ... / to apply for ... / to express interest in ...

3. Use linking words to join similar ideas into paragraphs.

In addition to this, ...

4. Include a summary comment near the end of your letter.

I hope you will find this information useful.

I would be very grateful for your assistance in this matter.

5. Close your letter with a set phrase.

I look forward to hearing from you.

III. LETTER OF INQUIRY

Letters of Inquiry: A letter of inquiry is similar to a cover letter, but it asks about possible job opportunities rather than responding to a specific job announcement.

Begin by addressing your letter to a specific person. This may involve some research on your part, such as a call to the organization to find out the correct name and title of the person to whom you should write. "Dear Sir/Madam" is very impersonal and indicates a lack of real interest in the organization and the person to whom you should write.

In the body of the letter, make it short and to the point. Throughout the letter, avoid the use of flowery language and cliches. Identify who you are, why you are writing, and where you learned of the opening. Relate your qualifications and skills to the position or organization to which you are applying. This demonstrates your knowledge of the organization and illustrates how you can be an asset to them. Refer to your resume without restating it word for word. Your cover letter is supposed to highlight your resume. The goal is to emphasize a few strong, specific examples that highlight your experience, skills, passion, and qualifications. This is your time to communicate your passion, interest, and enthusiasm – utilize the time! To conclude the letter, indicate what you want to happen next. If you want an interview, ask for it.

A letter of inquiry, also known as an LOI, is often a requirement when seeking funding for your nonprofit. In this article, we will:

- Explain what a letter of inquiry is
- Share insights on how to stand out with your LOI
- Provide a step-by-step guide for writing an LOI
- Share impactful LOI templates for your next submission

By the end, you'll know how to write a letter of inquiry for seeking grants to help secure more funding for your organization.

Inquiry Letter example

Major UK Company
123 Made Up Road
Derby
D11 1AA

Date: 6th January 2011

Dear Sir / Madam

I am writing to you to inquire about a vacancy in your company's London office for an IT Project Manager. I have been told of this opening by a Mr Richard Brown who is currently employed by your company.

If the position exists then I am very interested in it as I feel it is a perfect fit for my skills and abilities. I am currently working for a leading

multinational company, where I have been successful in controlling cost and budgets, improving staff performance and completing projects to time.

I look forward to discussing my relevant work experience and academic qualifications with you and also explaining how I contribute to your company's continued growth and success.

Please feel free to contact me if you require clarification or any further information. I thank you for your time and I look forward to hearing from you.

Yours sincerely,

Mark Thompson
128 Somewhere Road
Birmingham
B18 6NF

Inquiry Letter example

[Foundation Name]

[Address]

[City, State Zip]

Attn: [Name of Individual at foundation in charge of grants]

Re: [Grant Program Name]

Dear [Name of Individual at foundation in charge of grants]:

My name is [name] and I am the [Job Title] of the [XYZ Nonprofit Organization]. We are a 501(c)3 organization located in [City, State]. I am writing to request funding from [Foundation Name] for our proposal to [brief program description] in the amount of \$[X].

The mission of [XYZ Nonprofit Organization] is to provide [this, this, and that]. Our target populations include [this group, this group, and that group of individuals, aged x-x]. Our programming is focused on the

[ABC geographic area]. Currently, we run [X number programs] with [X number of individuals] served annually. Through our services, we have provided [state outcomes met by existing programming].

Currently, in [ABC geographic area] and among [target population], there is an evident need for [explain the existing need here]. We know this need exists from [explain how you know the need exists: data, conversations, etc.]. If this need goes unmet, [explain repercussions and consequences of the problem if it is not addressed].

Our program [program title] proposes to provide the following services: [list your program services here]. These services will assist [X number] of [target population] with the [problem or need] by [explain the activities you will undertake to provide services]. With the implementation of our services through [program title], we expect to see [list your program outcomes here].

The total program costs for year one are \$____, of which \$ ____ will be provided by other funders. We are requesting \$____ from [Foundation Name] through this letter of inquiry. [Explain the general use of requested funds here].

Thank you very much for the opportunity to introduce [XYZ Nonprofit Organization] and [program title] to you for funding consideration. We appreciate the support you provide to the [ABC geographic area] community. If you would like to discuss further details, I can be reached on [days available] at [times available] by phone at [phone number] or email at [email address]. We look forward to hearing from you.

Sincerely,

[Name]

[Title]

[Organization]

[Email]

THE DIFFERENT TYPES OF INQUIRIES

Customers and clients more often than not use a variety of inquiries to seek clarification and information about products and services they want.

Some of these inquiries are:

Product Inquiry

This is where a customer inquires more information or further clarification about a product. It may be about the specifications a product has.

Price Inquiry

In this inquiry, a customer wants to know the price a product is being sold at.

Shipping Inquiry

A customer inquires further clarification and information about the shipping of a product. This may be further specified in the shipping date and time.

Refund Inquiry

This inquiry involves a client seeking further information about refunds for the products being sold.

Discount Inquiry

In this, a customer could be requesting a discount for the product they want.

Exchange Inquiry

A customer seeking to exchange one product for another will send this type of inquiry.

Top Tips To Use When Writing A “Thank You For Your Inquiry” Email

As you write a thank you for your inquiry email, you must ensure that you provide value in your answer. The customer must be satisfied with the response you give them. In most cases, a good reply may result in making a sale.

Here are some of the tips to follow when crafting your response.

- Respond as fast as possible.

- Start by appreciating the customer.
- Ensure you answer all the questions in the inquiry.
- Avoid adding jargon and unnecessary details.
- Inform them that you are available for any other inquiries they may have.

1. Price Template

Dear {{customer_first_name}},

Thank you for your inquiry. As an organization, we have several different packages tailored to suit your needs. We also offer custom packages as required. Our packages include:

Basic: We will do basic data entry and online research—Starting from \$100

Economy: This consists of all of the services in basic. As an add-on, we will do data management and analysis for you—Starting from \$200

First-class: This includes all of the services in basic and economical packages. As an add-on, we will do CRM management, website administration and SEO for your website—Starting from \$500

I've attached a PDF that better outlines our services below. In case you have further questions, please don't hesitate to let me know.

Thank you,

{{agent_name}}

2. Shipping Template

Hello {{first_name}},

Thank you for your Inquiry. To better understand our shipping procedures and timelines, please see this page [website shipping link]. Here, you'll find detailed information about our shipping, including any current delays you need to be aware of. On average, it takes us 3 business days to dispatch your order. Shipping times are between {{X}} and {{Y}}.

If you need further clarification about your order, do not hesitate to let me know.

Best,

{{agent_first_name}}

3. Discount Template

Dear {{first_name}},

Thank you for reaching out. Our company requires you to have coupons for you to get discounted prices on our products. Furthermore, we send our regular clients discount coupon codes to their emails to help them have a better shopping experience with us. Be on the lookout for our emails. Please visit this page to better understand our discount policies [website discount link].

Feel free to reach out in case you have further questions.

Thank you,

{{agent_first_name}}

4. Refund Template

Hi there!

Thank you for reaching out about getting a refund. Unfortunately, our refund policy dictates a return of the product within 14 days. I see the product you purchased from us was bought over 14 days ago. At this time, I'm unable to refund the item.

Please visit this page for further information about our refund policies [website link].

If you have any other queries, do not hesitate to contact me.

Best,

{{agent_first_name}}

5. Product Exchange Template

Dear {{customer_first_name}},

It is great to hear from you! We appreciate receiving an inquiry to exchange the product you purchased from us. We accept trade-ins and sometimes provide credits as long as your trade-in meets our policies [website link]. Here's some of the products we have available, and their price after the trade-in.

- 55" Vitron TV - \$X
- 50" Vitron TV - \$XX
- 60" Vitron TV - \$XX
- 65" Vitron TV - \$XXX

Let me know if you have any queries. Give us a call at XXX-XXX-XXXX if you would like to proceed.

Best,

{{agent_first_name}}

IV. LETTER OF COMPLAINT

Writing a formal letter of Complaint

Tips

1. Focus on the most important facts. Don't give unnecessary background information.
2. Make sure you include:
 - the reason for writing (e.g. *I am writing to ...*)
 - what went wrong
 - what you would like to happen now.
3. Complaint letters are usually written in a formal style.
4. Use passives to be less direct and more formal, e.g. *I was served quickly*.
5. Use *Yours faithfully* to sign off if you don't know the name of the person you're writing to.

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.

I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.

Yours faithfully,

Roger Bingham

6. Job Application Template

Hi there!

Thank you for taking the time to inquire about a VA position in our company. We appreciate your interest in being a member of our team.

Having reviewed your CV, I think you may be a great fit with the team at {{company name}}. I want to invite you for an interview tomorrow at 9 AM PST.

Please let me know if you are available at that time. If you're unable to make it, I also have tomorrow at 1pm PST free.

Best,

{{agent_first_name}}

V. JOB OFFER LETTER

What should you include in an offer letter?

An offer letter is typically written in a standard format and sent to the new hire in an email. It should include the following:

- The employer's official letterhead or company name
- Job title and job description
- Start date of employment
- Job duties and responsibilities
- Working hours and work schedule (full-time or part-time)
- Employee benefit and perk entitlements
- Compensation package details (starting salary, base salary, pay period, bonuses, and commissions)
- Any termination policies or at-will employment statements
- All legal terms and conditions of employment (non-disclosure agreements, confidentiality agreements)
- Contact information

JOB OFFER LETTER

DD/MM/YYYY

[Candidate's full name]

[Candidate's address]

Dear [Candidate Name],

We are pleased to offer you the position of [Job Title] at [Company Name], located at [Company Address]. This offer is contingent on the successful completion of our pre-employment checks and verification of your right to work in the United Kingdom.

In this role, you will be responsible for [mention responsibilities of the position].

Your starting salary will be £[Salary] per [year/month], subject to tax and National Insurance deductions, and payable monthly in arrears.

You will be entitled to benefits, including:

- [Annual Leave: Specify the number of days of paid annual leave, including public holidays]
- [Pension: Describe the pension scheme available, if applicable]
- [Any other benefits, e.g., private healthcare, bonuses, or stock options]

By acknowledging this letter with your signature and mailing it back, you declare that you have accepted the job offer. Please provide a response to the offer by [DD/MM/YYYY] at the latest. We think you are a perfect match for the role, and we are looking forward to having you join us! If you have any concerns, please feel free to contact me at any time at [email address] or by phone at [your phone number].

Kind Regards,
[Your Signature]
[Your Full Name]
[Your Job Title]
[Company name]

VI. ORDER LETTER

What is an Order Letter Template?

An Order Letter Template is a structured document that allows individuals and businesses to place formal orders with suppliers. This template serves as a reusable format in which you can record and confirm regular order information like item descriptions, item quantities, item costs, payment options, and shipping instructions, eliminating the need to write a new order letter each time. It promotes accuracy, saves time, and allows for smoother communication with vendors.

Benefits of Using an Order Letter Template

A thoughtful order letter facilitates clarity and can enhance business transactions. It assures that the recipient understands all of the essential information with limited confusion and minimizes follow-up communication.

Some key benefits are:

- Clear and consistent communication with suppliers
- Accurate records of ordered items
- Reduced errors through greater clarity and less missing information.
- Faster order processing and verification
- Professional appearance for all purchase requests

What should be included in the Order Letter Template?

A complete Order Letter Template should contain all essential details required for a supplier to process and fulfill an order. This helps ensure accuracy, timely delivery, and proper record keeping.

Key Elements of the Order Letter Template

- Information about the sender, including name, address, email and telephone number
- Information about the recipient, including the supplier's name and the address of their business.
- The date and order reference
- A table providing details of the order, including item number, item description, quantity, price per unit, and total price of the order.
- The total cost for the order, including a summary amount.
- Instructions for delivery, including shipping address and preferences.
- A method of payment, either account information or preferred method.
- Closing statement – Confirmation request and contact availability

How to use this Order Letter Template

This template simplifies the process of issuing professional and accurate order letters. Just follow the format, and you can be sure the supplier gets all the info they need, nice and clear.

Steps to Use the Order Letter Template

Step 1: Start out with your name, address, email, and phone number.

Step 2: Enter the name of the business and address of the recipient.

Step 3: Enter the date as well as the reference information about the order for your record.

Step 4: Use the order table to enter the items you ordered alongside the item number, description, quantity, and price.

Step 5: Calculate the total and enter the total for the order.

Step 6: Enter in your payment method – whether you'd like to pay with an account on file, pay upon receipt of delivery, or another preferred payment type.

Step 7: Provide delivery instructions the shipping address.

Step 8: Review the letter to make sure everything is accurate, before sending to your supplier.

What's Inside This Order Letter Template

This template provides a structured layout that helps you communicate order details easily. It ensures that suppliers receive all information necessary to process and deliver your items efficiently.

This Customizable Order Letter Template Layout Includes

- Section for sender information and contact details
- Recipient and business information fields
- Space for date and order reference

- Order details table for items and pricing
- Total cost summary
- Delivery and payment instructions
- Closing statement and signature fields

Why You Need an Order Letter Template

A template will provide consistency and clarity for all of your purchase requests and ordering letters. Without a template, ordering letters may be missing key information or unclear to suppliers. An order letter template will help ensure you are professional, accurately communicate your needs, and get your items delivered on time and properly.

How to Fill Out an Order Letter Template

Start by inserting your personal or business details followed by the supplier's information. Add the date and reference number, then complete the order table with detailed descriptions and pricing. Include payment and delivery instructions, and review the letter to confirm that all information is correct before sending it to the supplier.

Who can use this Order Letter Template

This template works best for:

- Organizations who regularly place supply orders
- Administrative departments who order materials or goods
- Freelancers who order a material or deliverable
- Retailers who re-order from vendors
- Procurement teams who need written record of a purchase request.

FAQs

Q1. Is it possible to use this template for orders of multiple products?

Yes, you can expand the order table horizontally to include more items involved at whatever level of bulk.

Q2. Can I customize the order letter to fit my company colors?

Yes, including your logo for company branding, and adding your company's fonts where appropriate, for example can work for branding.

Q3. Is this template suitable for international suppliers?

Yes, you can modify currency, tax details, and delivery instructions as required.

Q4. Should I attach supporting documents when sending this order letter?

You can include quotations, agreements, or product specifications if they help clarify the order.

ORDER LETTER

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Date]
[Recipient's Name]
[Company/Store Name]
[Company Address]
[City, State, Zip Code]
Dear [Recipient's Name],

We hope this message finds you well. We are writing to place an order for [Product/Service Name] as per our requirements for [mention any specific project, event, or usage]. Please find the details of our order below.

Order Details:

Item Description	Quantity	Unit Price	Total Price
------------------	----------	------------	-------------

[Item 1]	[Qty 1]	[Price 1]	[Total 1]
----------	---------	-----------	-----------

[Item 2]	[Qty 2]	[Price 2]	[Total 2]
----------	---------	-----------	-----------

...
-----	-----	-----	-----

Total			[Grand Total]
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We kindly request that the items be delivered to the following address by [desired delivery date]:

[Delivery Address]
[City, State, ZIP Code]

Payment will be made via [preferred payment method, e.g., bank transfer, check, credit card] upon receipt of the invoice. Kindly include all necessary payment details and reference [Order Number/Reference] in the invoice. If there are any specific terms or documentation required for processing the order, please do not hesitate to inform us.

We appreciate your attention and prompt action on this order. Please acknowledge receipt of this order and confirm the estimated delivery timeline.

Thank you for your continued cooperation and quality service. We look forward to receiving the [Product/Service] and further strengthening our business relationship.

Sincerely,
Thank you for your cooperation and continued service.
Sincerely,
[Your Name]
[Your Job Title]

VII. CONFIRMATION LETTER

A confirmation letter is a formal document sent to verify the details of an agreement, appointment, job offer, or transaction, serving as written evidence of a verbal or preliminary arrangement. It ensures both parties understand the terms, including dates, locations, and expectations, helping prevent future misunderstandings.

- **Header:** Sender and recipient contact information, plus the date.
- **Clear Purpose:** The opening sentence should state what is being confirmed (e.g., meeting, employment, reservation).
- **Specific Details:** Dates, times, locations, and relevant reference numbers.
- **Closing:** A polite closing statement and signature.
- **Common Types and Uses:**
- **Employment:** Confirming a new hire, job offer, or completion of probation.
- **Appointments/Meetings:** Verifying scheduled appointments, such as interviews or client meetings.
- **Reservations:** Confirming bookings for services, hotels, or events.
- **Orders:** Acknowledging receipt and acceptance of a purchase order.

Tips for Writing:

- Keep it concise and professional.
- Proofread to ensure accuracy of the details, such as dates and names.
- Send it promptly after the initial agreement.

JOB CONFIRMATION LETTER

To,
Employee Name,
Employee Number Address
Mobile number
Email
ID Subject :
Confirmation of Employment

Dear [Name],

With reference to the review of your performance during the probation period from [Start date] to [End date], we are grateful to inform you that your employment is being confirmed as [Job role] effective from [Date of joining]. The terms and conditions as per mentioned in your appointment letter will remain unchanged.

We look forward to your valuable contributions and wish you all the very best for a fruitful career with our organization. Please sign the duplicate copy of this letter as a token of your acceptance of the same.

From, [Name of the employer]

[Signature]

VIII. LETTER OF COMPLAINT

Tips

1. Focus on the most important facts. Don't give unnecessary background information.
2. Make sure you include:
 - the reason for writing (e.g. *I am writing to ...*)
 - what went wrong
 - what you would like to happen now.
3. Complaint letters are usually written in a formal style.
4. Use passives to be less direct and more formal, e.g. *I was served quickly*.
5. Use *Yours faithfully* to sign off if you don't know the name of the person you're writing to.

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.

I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.

Yours faithfully,
Roger Bingham

IX. FOLLOW-UP LETTER

Follow-Up Email

This document serves as a template to follow up with customers after their issues have been resolved, ensuring satisfaction with the resolution and maintaining ongoing positive relationships.

Dear **{name}**,

I hope this message finds you well. We wanted to follow up regarding your recent support request (Ticket ID: {ticketId}) to ensure that everything has been handled to your satisfaction.

Issue Summary:

- **Subject:** {issueSubject}
- **Reported on:** {issueDate}
- **Resolved on:** {resolutionDate}

Resolution Details:

{resolutionSummary}

{#satisfied}

We're glad to hear that you're satisfied with the resolution! Thank you for allowing us the opportunity to assist you. If there's anything more we can help with, please don't hesitate to reach out.

{/satisfied}

{^satisfied}

We're sorry to hear that you're not fully satisfied with the resolution. We want to make things right.

{/satisfied}

Here is a summary of the actions taken:

{#actions}

- **{date}:** {description}

{/actions}

If you'd like to provide feedback on your experience, please take a moment to fill out our short survey:

{&surveyLink}

Thank you again for choosing {company}. We value your business and look forward to serving you in the future!

Best regards,

{agentName}

Customer Support Specialist

{company}

X. APPRECIATION LETTER

How to Write Messages of Thanks and Appreciation

Have you received an award or honor and want to write an appreciative letter? Have your employees, colleagues, teachers, family, or friends achieved an accomplishment? Has someone done a job well? Have you received financial contributions or scholarships and want to express your gratitude?

Here are some tips on how to write your appreciation letter in a thoughtful way.

Other reasons to write an appreciation letter:

- Group efforts
- Introductions
- Invitations to speak
- Helpful advice or suggestions
- Personal favors
- Recommendations
- References
- Sympathy
- Volunteers

Guidelines for writing appreciation letters:

State what you appreciate and briefly explain why. Do not add other news or information not related to the appreciative gesture. The message of appreciation should stand alone. Be brief, warm, and sincere.

Postcards may be used for short notes. Personal notes should be handwritten. Business letters should be typed on letterhead stationary or memo paper.

Example 1

Financial Contributions

Dear Dr. Emma Hour

I am very grateful for the numerous financial contributions you have made in support of my education. Without your help, I may never have been able to complete my studies. Your generosity and help have been an inspiration to me.

Again, thank you for your encouragement and financial support.

Sincerely,

Your Signature

Your typed Name

Example 2 **Awards/Honors**

To Mr. Mick E. Mouse,

We would like to express our appreciation for your remarkable service as a member of the Rodents for Education Club. The contributions you have made to our club over the past two years have been invaluable to us. We wish you much luck in your future endeavors.

Sincerely,

Your Signature

Your typed Name

Example 3 **Recommendations**

To Dr. Frank N. Stein,

I am applying to Oxford University's Graduate School of Bio-Engineering. I would appreciate it if you could write a letter of recommendation for me. Enclosed is a form that outlines what the recommendation should include, my resume, and a self-addressed stamped envelope in which to send your recommendation.

I appreciate you taking the time to do this for me. If for some reason you are unable to complete the recommendation for me, please let me know via email ([Email Link #2youremail@email.com](mailto:youremail@email.com)) or phone.

Thank you,

Your Signature

Your typed Name

Email: youremail@email.com

Phone: (111) 111 – 1111

Example 4 **Reply to a Sympathy Card**

Dear Ms. Angela Cloud,

Thank you so much for your lovely card. I appreciate your thoughtfulness at this time of sadness in my life. I will contact you again

once things change for the better.

With Love,

Your Signature

Your typed Name

ЛІТЕРАТУРА

1. English Unlimited. Pre-Intermediate B1. Student's book. Oxford: Oxford University Press, 2022. 180 p.
2. Grammar and Vocabulary. Pre-Intermediate to Intermediate. Course book. Oxford: Oxford University Press, 2024. 220 p.
3. Стинська В. В. Методика викладання у вищій школі : навчальний посібник. Івано-Франківськ, 2022. 180 с.

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