

## Letter of Request

A formal letter of request is written to ask for permission, help, information, advice, etc. It may also provide information, explain a situation, make suggestions, present arguments in support of an opinion, etc. as requested in the topic instructions.

### INTRODUCTION

**PARAGRAPH 1** : state reason(s) for writing

### MAIN BODY

**PARAGRAPH 2/3** : explain reasons for making the request

**PARAGRAPH 4/5** : state expected results / consequences

### CONCLUSION

**FINAL PARAGRAPH** : Closing remarks

**Useful expressions to use :**

### To begin letters

I am writing to ask you if you would be so kind / generous as to ...

I am writing to request your assistance concerning the matter of ...

I wonder if you could possibly help me ...

I wonder if it would be possible for you to help me ...

I would (greatly) appreciate it if you could ...

I would be most grateful if you could ...

I am writing to ask / enquire if / whether you could possibly tell / inform me

...

I am writing to ask if / whether I might (perhaps) be permitted /allowed to ...

I am writing to request your (kind) permission for ... / (for me) to

I wonder if I might ask you for / request your valuable advice on /concerning ...

### **To end letters**

I hope that my request will not inconvenience you too much.

I must apologise for troubling you with this matter / taking up your valuable time.

I hope that you will forgive me for troubling you with this matter / taking up your valuable time.

I look forward to hearing from you / receiving your reply as soon as possible.

Thank (ing) you in anticipation of your / in advance for your kind cooperation

### **Sample Answer :**

Dear Sir or Madam,

I am writing to inquire about the possibility of a business loan from your bank to finance a startup business I have planned to commence soon. I am hoping you would provide me with some information and document requirements so that I can apply for the loan.I have completed my graduation from the University of Edison and my major was marketing. Now I am interested to start a coffee shop of my own and need a loan to

support it. I own the location of the shop and have some prior experience of working at a large coffee shop. A business outlining firm responsible for the business plan has suggested a capital requirement of \$10,000 for the coffee shop. I can finance 50% of the fund requirement and need another \$5000 as a loan from your bank. My father would be ready to be a guarantor for the loan and I can repay the loan amount with interest within 2 years.

However, I need three months' grace period before I start repaying my monthly instalment. I would really appreciate it if you could send me details of the loan including the interest rates, monthly instalment amount and so on. Also, forward me the documents I need to fill in and submit to actually apply for the loan.

Yours faithfully,

\_\_\_\_\_ (Name)

## Complaint letter

(Shikoyat xati)

Biror narsadan norozilikni, biror narsani tuzatish kerakligini talab qilib yoziladigan xat - Complaint letter (shikoyat xati) deb ataladi. Masalan siz o'z shahringizdagi birorta muommoni hal qilinishini xohlaysiz, aytaylik: chiqindilarni yig'adigan xodimlar yaxshi ishlamaydi va siz ularni ustidan shikoyat qilib shahar hokimiyatiga xat yozyapsiz bunday xat turi Complaint letterga misol bo'ladi. Bundan tashqari birorta xarid qilgan narsangiz o'ylaganingizdek bo'lib chiqmadi va siz o'sha do'kon boshlig'iga shikoyat xati yozasiz. Bir so'z bilan aytrganda nimadandir norozilikni bildiradigan xat turi – Complaint letter deyiladi.

Birinchi, xatni boshlashda

### 1. Reason for writing (xatni yozish sababi):

I am writing in order to complain about

I am writing to complain about

I am writing regarding

I am writing to express my dissatisfaction with

### 2. Introducing the complaint (shikoyatingizni tanishtirish):

Topic sentence stating the positive point. + However, + problem....Example:  
We thoroughly enjoyed the first week of the holiday. However, after that we experienced a number of problems.

I am (extremely) dissatisfied / disappointed with the service / goods that I received / bought because

### 3. First complaint (birinchi muommo, shikoyat):

Firstly

First of all

The first problem is / was

My first complaint is

My first concern is

The first thing I would like to draw your attention to is....

### 4)Mentioning negative consequences (salbiy xolatlarni ta'kidlash):

I'm afraid that...

Unfortunately,

### 6. Expressing Dissatisfaction (o'zingizning noroziliklaringizni ifodalash):

It is not acceptable to / that

I am not at all pleased that

I am disappointed because

**7. Demanding action (talab qilayotgan harakatingiz, nima qilishlarini xohlashingiz):**

I suggest that you replace the item

I therefore suggest that I be given a full refund

I would be grateful if my money was refunded

I would be grateful if you could give me a full refund

I would like to request that

To resolve the problem, I would appreciate it if you could

**8. Ending the letter (xatni yakunlash):**

I look forward to hearing from you

I look forward to receiving a full refund

I look forward to receiving a replacement

I look forward to receiving your explanation

I look forward to your reply and a resolution to my problem

**You recently had your computer fixed at a local computer store, however, you are not pleased with the service you received.**

**Write a letter to the store manager. In the letter:**

- describe the situation

- explain why you are dissatisfied
- say what you want the manager to do

Write at least 150 words.

Dear Sir or Madam,

I am one of your loyal customers and I always take your service for any computer repair works. However, this time I am writing to complain about a poor customer service that I received on 20th September from your shop. I am really disappointed with the service and I hope you will take prompt action after investigating the letter.

A few days ago my computer showed some anomalies and every few hours, it got restarted automatically. In fact, I didn't pay much attention to this issue until the problem became more frequent. So, I took my computer to your store on 15th September and your customer care officer promised to fix the problem in a day or two. However, he took a week to call me and when I brought my computer home, I found that nothing has been done. The restarting problem reappeared as usual while I paid \$100 to your shop and waited for one week to have it fixed. This is a frustrating and daunting experience that I have had with your service and I would ask you to investigate the reason for this poor customer support. Please send someone to my home to have the issue fixed or refund the service charge that

I have already paid for apparently nothing.

I am looking forward to hearing from you soon

..

## Application letter

(Ariza xati, ish uchun )

Application letter – cover letter nomi bilan ham mashhur bo'lib, bu asosan siz tomoningizdan ish beruvchiga yoziladigan xatdir. Bunda siz o'z qobilyatlaringizni, yutuqlaringizni yoritib berishingiz va o'zingizning qiziqishlaringizni ifodalashingiz kerak. Shuningdek siz qaysi sohaga tayinlashsa yaxshi ish bershingizni va qaysi kasbni egallasangiz ular uchun foydali bo'lishini ifodalashingiz kerak. Bir so'z bilan aytganda siz o'z qobilyatlaringizni ochib berasiz.

**What to include in a 'Apply to a job' letter (Bu xat turi nimalarni o'z ichiga oladi):**

1. Specify what position you are applying to.
2. Mention how you have learned about the job announcement.
3. Whether you are applying as a full-time or part-time employee.
4. Mention about your education and skills.
5. Also, say what special skills and qualities you have that make you an excellent fit for the job.
6. Say the employer when you can meet them for the interview.
7. Also, outline when you can join if you are selected.

**Common Phrases To Include In Cover Letters (Ap letter uchun umumiy frazalar)**

There are a variety of phrases which can be used when penning a cover

letter, and most of the time, you will find that using a specific template can help greatly. Let's look at some of the most common ways to express what you want to say in a cover letter. (Ushbu quydagi frazalar ya'ni qoliblar sizga Ap letterni reja bilan sifatli yozishga yordam beradi)

### **1. Introduction (Kirish, tanishtiruv qism)**

In order to introduce yourself, you may include any of the following phrases.

- At present, I am studying at.....
- At the moment, I am working for.....
- For the last 5 years, I have been working in the position of.....
- My current job title is...

### **2. Reason For Writing (yozish sababi)**

In this section, you will need to explain why you are contacting the reader.

am writing in response to an advertisement which was placed in.....

- I am enquiring as to whether you currently have any positions in the area of.....
- I am writing to apply for the position of...

### **3. Education And Previous Experience (ta'lim va tajribaga oid ma'lumotlar)**

Your prospective employer is going to be interested to know what qualifications you have, here are some ways to express this information

- I have experience in.....and have worked at.....for the last.....years.
- My education includes a degree from XY university.
- I have been studying (subject) for 3 years.



- I am a native English speaker and have ample knowledge of Spanish and Chinese.

#### **4. What Makes You Ideal For This Position? (bu sizga berilayotgan lavozim orqali erishadigan yutuqlaringiz)**

You are going to want to convince the reader that you are the best option for this position.

- I am a driven and ambitious person who is keen to learn new skills.
- I believe I am the best choice for this position as I have a lot of experience in my previous role.
- I feel that I am the most suitable candidate for this job because of my ambition and drive to make a change.
- I am excited to have the opportunity to be able to work with a reputable company like yours.

#### **5. Closing Statement (bayonotingizni yopishda ishlatilishi kerak bo'lgan frazalar)**

At the end of your letter, you will need to close off by saying thank you.

- Thank you for taking the time to read through my application.
- Please contact me at any time should you wish to arrange a meeting.
- Please do not hesitate to contact me for any further information.
- I appreciate your consideration for this application and look forward to hearing from you.

#### **6. First paragraph (dastlabki paragrifda)**

I am writing in response to your advertisement in the Sunday Times, dated 28 April 2012.

Please accept this letter as an expression of my interest in the position of...

A copy of my résumé has been enclosed for your review.

I would like to express my interest in the position of....

### **7. Second paragraph (ikkinchi paragrifda)**

As seen from my enclosed résumé, my experience and accomplishments match the requirements of this position.

I would like to point out .... (information relevant to the position).

During my two years with ... (company name), I initiated extensive improvements that resulted in garnering 30 more clients for the period ending ....

I possess the right combination of .... skills to be an asset to your organisation.

I understand the value of ....

I have a very strong interest in ....

Experience has taught me how to ....

For the past two years I have been working as .... at .... (company name).

### **8. Third paragraph (uchunchi paragrifda)**

I would appreciate the opportunity to meet with you to discuss how my qualifications make me ideally suited to the position.

I would appreciate the opportunity to meet and speak with you in person.

I would welcome the opportunity to meet with you to discuss my potential contributions to your company.

I believe that my skill-set perfectly matches your requirements.

I look forward to hearing from you.

I look forward to your response.

If I may, I will contact you next week to discuss ....

I would be interested in learning more about ....

I look forward to speaking with you about....

Thank you for your time and consideration.

My CV contains additional information on

**LETTER TOPIC . You recently noticed a local restaurant that was offering a part-time job.**

**Write a letter to the restaurant's manager. In your letter,**

- explain that you would like to apply for the job**
- give some details of any relevant experience that you have**
- specify the days and times that would suit you**

**You should write at least 150 words.**

Dear Sir / Madam,

I am writing to you to express my interest in your job advertisement for a chef that I saw posted on the local village board. As I have currently moved to Brenton as a qualified chef, I would therefore like to apply for this position. I noticed from the job description that you require someone who can both cook in a creative and healthy way, and who can communicate with and manage staff in an effective manner. My previous job was as an assistant chef at Brew's restaurant in London, where I was responsible for preparing all the dishes on the restaurant's menu and coming up with inventive recipes to present to the head chef. I am also personally very interested in healthy living and this is always reflected in how I cook. I was

also responsible at Brew's for managing the cleaning and serving staff at the restaurant, in which capacity I found I was able to build good working relationships with all the staff in my responsibility.

I noticed that this is a part-time job. My preferred days for working would be Monday, Wednesday and Friday afternoons and evenings. I would be available until late at night on those days and I would also be able to work two Saturdays of each month.

I look forward to hearing from you soon. Please let me know if you require any further information.

Yours sincerely,

Marisa Thompson

## Apology Letter

Ushbu xat turi nomidan ma'lumki, kechirim so'rash uzur so'rash uchun ishlatiladigan xat turi hisoblanadi. Masalan: siz uyingizda bayram uyishtirdingiz oqibatda qo'shningiz kechasi bilan shovqundan uhlay olmadi va sizdan ranjishdi. Shunaqa xolatda siz unga Apology letter yozasiz. Bundan tashqari biror do'stingiz sizni uyiga taklif qidi lekin siz borolmadingiz shunaqa paytda ham Apology letter yoziladi. Bir so'z bilan aytganda uzur ma'nosidagi barcha xatlar apology letterga misol bo'ladi.

Useful Language for Letter of Apology (foydali qolib so'zlar)

### 1. Opening Remarks (xatni ochish uchun ishlatiladigan so'zlar):

#### Formal

- I am writing to apologise for
- I must apologise for
- Please accept my sincerest apologies for

- How can I apologise enough for
- I must apologise profusely for
- I am very sorry that I was not able to come.
- I wish to sincerely apologize for missing the meeting.
- I deeply regret that I was not in attendance.
- I am writing to apologise for all the noise coming from my flat over the past few days.
- Please give me a chance to explain and apologise.

### **Informal**

- I hope you will understand when I say that
- What can I say, except I'm sorry that
- I owe you an apology
- I'm so sorry if I upset you in any way
- I can't describe how sorry I am and how guilty I feel
- I apologize for missing your party.
- I regret that I couldn't make it.
- Please accept my apology.
- I'm so sorry I wasn't able to come.

## **2. Closing Remarks (xatni yopish uchun)**

### **Formal**

- Once again, sincerest apologies for
- I hope you will accept my apologies
- I hope my apologies will be/are accepted

### **Informal**

- I hope you believe me when I say how sorry I am
- I can't tell you how sorry I am
- I beg you to forgive me for
- There is no excuse for... and I hope you'll forgive me

**You have been invited to attend an interview for a place studying a course at a college. Unfortunately, because of a previous appointment, you cannot come at the time they wish.**

**Write a letter to the admission tutor. In your letter**

- **explain your position**
- **apologise and offer to come on another day or later the same day**
- **also ask how long the interview will be, and whether there will be any tests during it**

**You should write at least 150 words.**

Sample Answer :

Dear Sir or Madam,

I have been accepted to join the Masters of Science programme in the

winter semester at your college. I am supposed to meet you in an interview next Monday morning but I am afraid the timing contradicts another important meeting. I am hoping that you would allow me to meet you sometime later on that day or on a different day.

I work with Optus Telecom and they have scheduled a general meeting on 27th November which contradicts my interview with you. The meeting in the office will start at 9.00 am whereas my interview with you is set at 10.00 am on the same day. I understand how important it is for me to meet you to finalise my admission and hoping that you would allow me to alter the timing as I really cannot make it at 10 am on 27th November. I sincerely apologize for the inconvenience and I request you to kindly reschedule my interview for another day or after 2 pm on the same day. For this, I shall always be thankful to you. Also, kindly let me know if I need to take any tests as part of the interview process and how long the interview might continue.

I am looking forward to hearing from you soon.

Yours faithfully,

Namrita Roy