

Appendix 1

Letter writing

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The aim of this section is to help students of computer science and those already working in computing-related jobs to improve their letter-writing skills. All the most common types of work-related letters are covered, and special attention is given to presentation and structure.

1 Presentation and structure

The layout of business letters often varies slightly from company to company. All the letters in this appendix follow a style which is acceptable for all kinds of business letter and may safely be used as models for your future correspondence.

Task

Decide whether the following statements are true (T) or false (F). Then read the text which follows to check your answers.

- On unheaded notepaper, you should always write your name above your address.
- On unheaded notepaper, the address of the sender is on the right.
- Our ref.* refers to the writer's filing system.
- In the UK, the date 2/4/93 means February 4th, 1993.
- You should always write the name and position of the person you are writing to above his/her company address.
- You use the salutation *Dear Sir* or *Dear Madam* when you know that the person you are writing to is older or more senior than you.
- If you begin with *Dear Sir*, you end with *Yours faithfully*.
- The initials *p.p.* indicate that the person signing the letter is doing so on behalf of someone else.
- It is unusual for the writer to put his/her company position at the end of the letter.
- In business letters, dates should appear as numbers separated by full points (.) or obliques (/).

- 11 The abbreviation *Ms* can refer to both married and unmarried women.
- 12 If you are writing to Mrs Anne Swanson, you open with *Dear Anne Swanson*.
- 13 Short business letters are regarded as impolite.
- 14 Americans may begin a business letter with the salutation *Gentlemen*, followed by a colon.
- 15 The letters *Enc.* mean that something else has been sent with the letter.

Points to note

- Most company notepaper is headed. However, if you are writing on unheaded paper, put your address (but not your name) in the top right-hand corner. The address of the company you are writing to should appear on the left so that it can be seen through an envelope with a window. If you are writing to a specific individual in the company, his/her name and position goes above the address.
- Dates can cause some confusion. 2/3/9__ means 'the second of March' in English letters, but 'February third' in American ones. Confusion can be avoided by writing dates as follows: 2 March (or March 2 in the USA) 199__. The names of the months should not be abbreviated in formal letters.
- When you receive a business letter, there is usually a reference number at the top following the words *Our ref.* This is designed to help the sender to file related correspondence, and you should quote this reference when you reply.
- If you do not know the name of the person you are writing to, or you are not sure if you are writing to a man or woman, you should begin *Dear Sir or Madam* (*Gentlemen*: in the USA) and end *Yours faithfully* (*Yours truly* in the USA). If you know the person's surname, begin (for example) *Dear Mrs Jones* and end *Yours sincerely*. If the person is more of a friend, begin (for example) *Dear Peter*, and end *Best wishes*. In opening and closing salutations and in addresses, it is common not to use full stops and commas.
- Refer to men as *Mr*. Refer to women as *Ms*, unless in previous correspondence from them they have indicated that they use the title *Mrs* (for married women) or *Miss* (for unmarried women). Women will often indicate their preferred title by writing it in brackets after their signature, for example: *Catherine Honey (Mrs)*. Most correspondents will assume you are a man unless told otherwise, so if you sign a letter *H Jones*, most people will reply beginning *Dear Mr Jones*.
- When you sign your name, it is common practice to type it out as well and to put your position in the company below it. If someone in a company signs a letter on behalf of someone else, the initials *p.p.* (per pro) should be used before the name to indicate this.
- If something is being sent with a letter, *Enc.* or *Encl.* (enclosure) should appear in the bottom left-hand corner of the page.
- State your message clearly, concisely, and politely.

2 Enquiries and replies

The content of a letter of enquiry will depend on how well you know the person or company you are writing to. If you are writing to a company for the first time – whether asking for a catalogue or requesting details about a particular product or service – you should start your letter by giving information about your own company. Then state your reason for writing and make your request.

Task 1, when completed, provides a model for a letter of enquiry. Task 2, when completed, provides a model for a reply to an enquiry.

Task 1

Read the following letter. Fill in each gap with the letter corresponding to the appropriate word.

- | | | | | | | | |
|---|----------|---|---------|---|------------|---|------------|
| a | send | d | Project | g | attention | j | graphics |
| b | together | e | Madam | h | protecting | k | faithfully |
| c | forward | f | based | i | sell | | |

Physiologica

17 Princes Street
London
EC1 7DQ

Telephone 071 982 7111
Telex 988153
Fax 071 982 7712

Our ref:AN/JS

Your ref:

1 July 19 ____

Discpro SA
251, rue des Ramonières
F-86256 POITIERS CÉDEX
France

For the 1 of the Sales Manager

Dear Sir or 2

We are a software company 3 in London and are currently developing a Windows-based scientific 4 package for use in universities and research laboratories. We are interested in 5 the programs we 6 from unauthorized copying and duplication.

Could you please 7 us more technical information about your RSP-11 software protection system 8 with your current brochure and price list?

We look 9 to hearing from you.

Yours 10

Anne Newson

Anne Newson
11 Director

Task 2

Complete this reply to the letter of enquiry in Task 1 using the prepositions given. You will have to use some prepositions more than once.

for from in to
on of with

251, rue des Ramonières F-86256 POITIERS CÉDEX

Discpro SA

Tél (33) 99681031
Télécopie (33) 102163

Réf PV/KH

5 July 19__

Ms Anne Newson
Project Director
Physiologica
17 Princes Street
London EC1 7DQ
UK

Dear Ms Newson

Thank you 1 your letter 2 1 July 3 which you expressed an interest 4 the RSP 11 software protection system. Please find enclosed our latest brochure and price list.

5 the information in your letter, I can confirm that the range of products we supply would be ideal 6 your needs. In particular, I would like to draw your attention 7 the RSP 11W 8 page 3 which is designed for software protection in both Windows and O/S 2 environments.

As you will see, our protection systems are tailored 9 individual programs. Please let me know whether you would like to arrange a meeting 10 our Technical Director, Mr Michel Gérard, to prepare a more detailed report 11 your program and particular requirements. He will be in London during the week beginning 15 July.

I look forward to hearing 12 you.

Yours sincerely



P Varenne
Sales Manager

Enc.

Task 3

In each of the following sentences, choose the correct word to fill the gap.

- 1 I would be _____ if you could send me details of your PS/2 range.
a thankful **b** please **c** content **d** grateful
- 2 You were _____ to us by our associates.
a advised **b** suggest **c** recommended **d** informed
- 3 We were given your _____ by The Chamber of Commerce.
a identity **b** company **c** name **d** placing
- 4 Thank you for your letter _____ 19 June.
a in **b** on **c** of **d** from
- 5 Please _____ enclosed our current catalogue and price list.
a find **b** look **c** receive **d** examine
- 6 We would appreciate _____ you could send us further information on your range of non-impact printers.
a it that **b** this **c** when **d** it if
- 7 I would be grateful if you could arrange for your Technical Director _____ on me.
a will call **b** is calling **c** to call **d** calls
- 8 We look forward _____ from you.
a hear **b** to hear **c** hearing **d** to hearing
- 9 We would be grateful _____ an early reply.
a to **b** of **c** for **d** with
- 10 Should you require anything further at this time, please do not _____ to contact me.
a void **b** hesitate **c** delay **d** prevent

Task 4

Match each section of the letter of enquiry on the following page with the appropriate gap on the blank below.

a

b

c

d

e

f

g

h

i

j

- 1 We are currently using 15 Procom 211 Premier PCs in our mail-order department. We have been pleased with their performance, but now require machines that will run faster.
- 2 M H Jansen
Publicity Manager
- 3 I look forward to hearing from you.
- 4 Could you please let me know whether it is possible to upgrade the PCs to 486s and what the likely cost would be?
- 5 Dear Mr Barnard
- 6 Mr J Barnard
Corporate Sales Department
Procom Ltd
58 Edison Street
Robin's Lane Industrial Estate
Canterbury
Kent CT19 3TE
- 7 Yours sincerely
- 8 12 May 19____
- 9 The Red Box
54 Streamside Road
Cardiff CF1 1JW
- 10 Our ref: CUG/PL

Task 5

You are Mr Barnard. Reply to the letter of enquiry in Task 4.

Paragraph 1: Refer to the customer's letter. Say you are happy that the PCs have given satisfaction.

Paragraph 2: Explain that the Procom 211 Premiers cannot be upgraded because that particular model has been discontinued. Say that you are enclosing the latest catalogue and draw attention to the Procom 400 PC, which would be ideal for the customer's needs. Suggest that you call soon to arrange a time and date when a representative can visit to give a demonstration of the PC.

Paragraph 3: Conclude the letter appropriately.

Task 6

Follow the instructions on the memo below. Write out the letter of enquiry in full, including names, addresses, etc.

Mark Walton is the Senior Programmer of Inlogic, Morley House, 18-22 Wolves Road, London SW1 7ND.

Memorandum

To	Laura Hayward	Date	27 March 19____
From	Mark Walton	Ref	

Please send a letter to ASD Computer Products who advertised in the March 23 edition of 'Info Globe'. Say where you saw the advertisement and ask them for their catalogue.

3 Quotations and orders

In reply to an enquiry you may want to provide a potential customer with a quotation. This will, of course, quote the price for the requested goods or services, but it will also give some or all of the following information:

- 1 details of any applicable discounts (a trade discount may be offered to companies in the same line of business while a quantity discount may apply to orders over a certain amount).
- 2 details of what costs (if any) are included in the price, such as transport and insurance*.
- 3 the preferred method and terms of payment (for example, a letter of credit payable within 30 days*).
- 4 some indication of how long it will take for the goods to reach the customer.

Note: a glossary of terms covering the most common costs included in quotations and the most common methods of payment can be found on page 187

Task 1, when completed, provides a model for this type of letter.

The order itself is likely to be written on an official order form, but it will normally be accompanied by a covering letter confirming the terms that have been agreed. The letter in Task 2, when corrected, provides a model for a covering letter to an order.

Task 1

The following letter gives a quotation. Read it and choose the best word from the options in brackets.

Dear Mr Gianelli

Thank you for your fax of 18 May, in which you request a quotation for 5 EMC180 flat-bed scanners.

We can offer a gross price of £3,425.00 – unit price: £685.00 – c.i.f. Genoa. This includes a (*batch, quantity, multiple*) discount of 10%.

Payment may be (*done, made, spent*) by irrevocable letter of credit or by banker's draft. On all (*starting, initial, prime*) orders we usually require payment (*on, by, of*) delivery, and for all subsequent orders we (*make, let, allow*) a 30-day credit period. Please let us know how you would like to arrange payment.

We have the items in stock and can (*persuade, assure, console*) you that your order will be dealt with promptly. Please allow six weeks for delivery.

We look forward to hearing from you again soon.

Yours sincerely

P. J. Wilson

P J Wilson
Sales Manager

Task 2

The following letter was written to accompany an order. There are 8 mistakes (grammar, style, word order, vocabulary, spelling, etc.). Can you find and correct them?

Dear Mr P J Wilson

Thank you for you fax of 19 May. Please found enclosed our order no. 88694 for five EMC180 Scanners.

We would like confirming that payment for this initial order will make by banker's draft on delivery. We will take advantage of the 30-day credit period for any subsequent orders.

We would appreciate if you could arrange for the scanners to be shipped as soon as possible.

I look forward to hear from you in short.

Yours faithfully

S. Gianelli

S Gianelli
Chief Buyer

Enc.

Task 3

Match the beginnings and ends of these sentences.

- | | | | |
|-----------|---|----------|--------------------------------|
| 1 | Please find enclosed our current price | a | cheque or credit card. |
| 2 | Please fill in the order | b | with you for 2,000 units. |
| 3 | The prices quoted are subject to | c | we can expect delivery. |
| 4 | Payment can be made by | d | discounts you can offer. |
| 5 | We offer free overnight delivery on | e | for £395.95. |
| 6 | We would like to place an order | f | place further orders with you. |
| 7 | Please could you let us know what trade | g | list and order form. |
| 8 | If the product sells well, we will | h | form on Page 26. |
| 9 | Please find enclosed a cheque | i | orders of over £50.00. |
| 10 | Please let us know when | j | VAT at 17.5%. |

Task 4

Due to a malfunctioning word processor, the following two letters have been mixed up. One is from Discpro SA providing a quotation for a further order of software plugs. The other is from Physiologica to confirm the order. Match each missing section with the appropriate gap on the blank letters.

- 1 We would like to place an initial order with you for 500 RSP 11W plugs and enclose your official order form. We normally make payments by banker's draft. Could you please confirm that this is acceptable to you?
- 2 Further to your letter of 1 July and your meeting with Mr Gérard in London on 18 July, I am pleased to be able to give you a quotation for the software protection plugs you discussed.
- 3 P Varenne
Sales Manager
- 4 Thank you for your letter of 23 July.
- 5 We hope that this highly competitive price will meet with your approval, and I look forward to receiving your order.
- 6 Dear Mr Varenne
- 7 Anne Newson
Project Director
Enc.
- 8 Mr P Varenne
Discpro SA
251, rue des Ramonières
F-86256 POITIERS CÉDEX
France
- 9 I would like to point out that delivery before the end of November, as agreed with Mr Gérard, is a firm condition of this order as we hope to have the program ready for sale by then.
- 10 Dear Ms Newson
- 11 Ms Anne Newson
Project Director
Physiologica
17 Princes Street
London EC1 7DQ
UK
- 12 We would be able to supply 500 RSP 11W plugs at a unit cost of £17.86, including transportation costs. On any additional orders, we would be able to offer a 20% discount on the unit price.

251, rue des Ramonnières F-86256 POITIERS CÉDEX

Discpro SA

Tél (33) 99681031
Télécopie (33) 102163

Ref: PV/KH
23 July 19__

a

b

c

d

e

Yours sincerely

f

Physiologica

17 Princes Street
London
EC1 7DQ

Telephone 071 982 7111
Telex 988153
Fax 071 982 7712

Our ref: AN/JS
Your ref: PV/KH

27 July 19__

g

h

i

j

k

I look forward to hearing from you.

Yours sincerely

l

Task 5

When writing formal letters, we often precede questions which ask for information with phrases like *Could you please let us know...* and *Kindly inform us...*

Look at the examples below and note how the original questions change when they become part of a longer question or statement. Then change the questions which follow in the same way.

- 1 When/Where/How will the consignment arrive?
Could you please let us know **when/where/how** the consignment will arrive?
- 2 Do you offer discounts on large orders?
Could you tell us **whether** you offer discounts on large orders?
- 3 Are you interested in this offer?
Please let us know **whether** you are interested in this offer.

- 1 How would you like us to pay?
Could you please let us know _____?
- 2 How many items would you like to order?
Please let us know _____.
- 3 Do you have the items in stock?
Could you please tell us _____?
- 4 Are these terms acceptable to you?
Please let us know _____.
- 5 Do you anticipate any delays with delivery?
Please let us know _____.
- 6 When would you be able to ship the order?
Kindly inform us _____.
- 7 Where would you like us to send the order?
Please let us know _____.
- 8 Would you be prepared to offer us a quantity discount?
Could you please tell us _____?
- 9 When would you like to receive payment?
Please let us know _____.
- 10 Would you like us to arrange a maintenance contract?
Kindly inform us _____.

Task 6

Follow the instructions from George Ramsden, Senior Project Engineer at Bespoke Assemblers, 22 Clarendon Street, Cambridge CB4 8RP.

Memorandum

To Sally Parker
From George Ramsden

Date 24 July 19__

Please write a letter to Frith Components, 139
Giles Kemp Road, London N1 2RR.

- 1 Say we saw the advertisement for their company in the latest issue of *Electronic Engineer*.
- 2 Ask if they are able to supply the following:
 - 20 486DX-33 motherboards
 - 12 4Mb SIMM 60NS
 - 8 Intel Ether Express 8/16-bit switchable cards.
- 3 Find out what discounts they give and what their terms of payment are.

Methods of payment

Common methods of payment include:

bank transfer: payment can be made by ordering a home bank to transfer money to an overseas account. If telegraphed, the transfer is known as a telegraphic transfer (TT), and if mailed, a mail transfer (MT). The Society for Worldwide Interbank Financial Communications (SWIFT) offers facilities for a 24-hour transfer of money to a beneficiary on its computer systems.

international banker's draft: a banker's cheque which the bank draws on itself and sells to the customer, who then sends it to his supplier as he would an ordinary inland cheque. So if you have to pay your supplier £2,000, you purchase the cheque for that amount, plus charges. Usually the receiver's bank should either have an account with the sender's bank, or an agreement.

bill of exchange: the seller prepares a bill of exchange in the name of the buyer. The bill states that the buyer will pay the seller an amount within a stated time, e.g. 30 days. The bill is sent to the buyer either by post, or through a bank, and the buyer signs (accepts) the bill before the goods are sent. Shipping documents usually accompany bills when the bank acts as an intermediary in overseas transactions.

letter of credit (L/C): letters of credit (or *documentary credits*, as banks refer to them) have to be applied for from the buyer's

bank, by filling out a form giving details of the type of credit (i.e. revocable, which can be cancelled, or irrevocable, which cannot be cancelled), the beneficiary (the person receiving the money), the amount, how long the credit will be available for (i.e. valid until...), the documents involved (bill of lading, insurance, invoice, etc.), and a description of the goods. The money will be credited to the supplier's account as soon as confirmation of shipment is made. This is done when the documents are lodged with the customer's bank.

Transport and insurance costs

There are a number of abbreviations that explain the price quoted to the customer. These include:

ex-works: the buyer pays all costs once the goods leave the factory/warehouse.

f.o.r. (free on rail): includes cost of delivery to the nearest railway station.

f.a.s. (free alongside ship): includes cost of taking goods to the side of the ship, but not loading.

f.o.b. (free on board): as for f.a.s., but includes cost of loading goods.

c.&f. (cost and freight): includes cost of shipping goods to the named destination, but not insurance.

c.i.f. (cost, insurance, and freight): includes all costs to the named destination.

4 Letters of complaint and replies

The purpose of a letter of complaint is to get a problem solved so avoid emotional language (e.g. *I am absolutely furious...*). In any case, the person reading your letter is probably not the person who caused the problem. When replying to letters of complaint, avoid blaming a member of staff by name. Instead use a passive structure. Compare the following examples:

- 1 *Mrs Smith, in our accounts department, sent the wrong invoice.*
- 2 *The wrong invoice was sent due to an error in the accounts department.*

A letter of complaint should be structured as follows:

- 1 Begin with a clear reference.
- 2 State clearly what the nature of the complaint is.
- 3 Suggest a course of action that should be followed.
- 4 End the letter politely.

Task 1 shows a typical letter of complaint.

A reply to a letter of complaint should be structured as follows:

- 1 Begin with a reference to the letter.
- 2 If appropriate, apologize for the error and explain what happened.
- 3 Say what action you will take.
- 4 Apologize again and end the letter politely.

Task 2, when completed, provides a model for a reply to a letter of complaint.

Task 1

Read this letter of complaint and answer the questions at the top of the following page.

PRINCES MARKETING

Nesson House, Newell Street, Birmingham, B3 3EL

14 May 19__

Mr P R Smith
Sales Manager
Wildman Office Equipment
18 Station Lane
London N8 4HB

Dear Mr Smith

I am (complaining, writing, referring) regarding the consignment of 14 Olivetti 486 PCs, Order no. 3982/JKS which was delivered on 12 May.

It was clearly stated on the order form that these machines should be pre-loaded with the latest version of DOS. Unfortunately, they have all been loaded with DOS version 3.1, and we are therefore unable to run a number of programs. In addition, you agreed to supply all the necessary cables, but three of these are missing.

Could you please send one of your representatives to load the machines with the correct version of DOS as soon as possible. In addition, please send the three cables (part number CN-H97/K) as soon as possible.

Yours sincerely

G O Panting

G O Panting
Operations Manager

- 1 Does the letter begin with a clear reference to the particular consignment?
- 2 What is Mr Panting's complaint?
- 3 What does he want the supplier to do?
- 4 Do you think the letter is polite enough?

Task 2

Here is the reply to Mr Panting's letter. Fill in the missing prepositions.

Reg. England 1831713
VAT 2419 62114

Wildman Office Equipment

18 Station Lane
London N8 4HB
Telephone 071 996 6431/2/3
Telex 485881
Fax 071 996 6444

Your Ref

Our Ref

17 May 19__

Mr G O Panting
Operations Manager
Princes Marketing
Nesson House
Newell Street
Birmingham B3 3EL

Dear Mr Panting

Thank you 1 your letter 2 14 May regarding problems 3 a consignment that was recently sent 4 you.

The difficulty appears to have arisen 5 a misunderstanding 6 our ordering department, and the matter has now been put right.

I have asked our Corporate Computing Consultant, Mr R Marley, to call 7 you 8 Friday 21 May 9 9 a.m. to ensure that the PCs are correctly loaded and to supply the three cables that were left 10 of the order.

I will telephone you to check that this meeting is convenient, and in the meantime, I would like to apologize 11 the inconvenience that has been caused.

Yours sincerely



P R Smith
Sales Manager

Task 3

Rewrite these sentences using the passive, beginning with the words indicated.

- 1 You have sent us the wrong items again.
The wrong _____.
- 2 You should have delivered this consignment last week.
This consignment _____.
- 3 Someone broke two of the VDUs during transportation.
Two _____.
- 4 Someone sent the order by sea mail instead of air mail.
The order _____.
- 5 Please let me know when you think you can sort this matter out.
Please let me know when you think this matter
_____.
- 6 You should have sent the documents by registered post.
The documents _____.
- 7 A faulty connection could have caused the problems with the hard disk.
The problems with the hard disk _____.
- 8 You omitted the manuals from the order.
The manuals _____.
- 9 You delivered the printers over three weeks late.
The printers _____.
- 10 We will not pay the invoice until this problem is rectified.
The invoice _____.

Task 4

Match the beginnings and ends of these sentences.

- | | |
|---|---|
| 1 I am writing to complain about the late | a collected from the factory. |
| 2 I am writing with reference | b on the invoice. |
| 3 We are returning the goods to you because | c a fault in the manufacturing process. |
| 4 Please arrange for the goods to be | d we are not satisfied with them. |
| 5 Please send us a refund for | e delivery of items I ordered last week. |
| 6 Please accept my apologies | f to order UH-879/94. |
| 7 The problem arose due to | g the full amount. |
| 8 We would like to apologize for the error | h for the inconvenience. |

Task 5

Look at the following letter of complaint from Physiologica to their suppliers.

- 1 In pairs or small groups, decide:
 - a how effective the letter is.
 - b how it could be improved.
- 2 Rewrite the letter in a more concise and appropriate manner (in about 80 words). Use the spaces provided.

Physiologica

17 Princes Street
London
EC1 7DQ

Telephone 071 982 7111
Telex 988153
Fax 071 982 7712

Our ref: AN/JS
Your ref: PV/KH

12 November 19__

Mr P Varenne
Discpro SA
251, rue des Ramonières
F-86256 Poitiers
Cédex
France

Dear Mr Varenne

When we began this association, I had great hopes that everything would run smoothly, and there was little reason to suppose that your organization was in fact a TOTAL SHAMBLES; and to be quite frank with you, it astonishes me that you have managed to stay in business for as long as you have. You've made a complete mess of our order.

We made it clear that we wanted the software protection plugs by the end of NOVEMBER because we were going to start selling our program. Time and time again, you said that there was no problem, and yet here we are, two weeks from the launch of the program, and there isn't a plug in sight. I am absolutely furious, and so is everyone else here.

Now listen: this is your very last chance. Get those plugs here within five days or the deal is off, and we'll go to someone else. OK? And if that means that you lose your development costs, that's your problem.

I advise you to contact me immediately because I'm finding this situation an incredible strain, and I can't take much more of this.

Yours sincerely

Anne Newson

Anne Newson

Task 6

You are Mr Varenne. Write a reply to the letter from Ms Newson.

- 1 Thank her for her letter.
- 2 Apologize for the difficulties the late delivery is causing. Explain that a small number of the plugs had a technical fault caused by a problem in the manufacturing process. You have now sorted the problem out.
- 3 Say you have now sent the full consignment of plugs and they will arrive within the next few days.
- 4 Apologize for the delay and end your letter politely.

5 Employment

When you apply for a job, you may need to fill in a company application form which asks for personal details, your qualifications, and your work history. Alternatively, you may be asked to supply a curriculum vitae, which gives similar information, but which you write yourself.

In either case, you will need to write a covering letter to go with the application form or CV. Most jobs will have been advertised in the papers or specialist publications, and before you write your covering letter you should study the wording of the advertisement carefully. Find out exactly what the employer is looking for (for example, a certain amount of experience, familiarity with particular languages, etc.). Then, in your covering letter, try to show that you have all the qualities, qualifications, and experience that the employer is looking for. You should not simply repeat all the information in the CV, you should highlight the most important parts.

Task 1

Read this advertisement and answer the questions that follow.

Systems Programmers to £20,000 - London

Our client is a major UK clearing bank whose range of activities is as impressive as the growth of its profits. A bank that is dedicated to a long-term programme of systems development.

With IBM RS/6000, System 38, and VAX hardware driving user-interface PC networks using C, UNIX, FOXPRO, and SYBASE, there's no doubting our client's commitment to systems innovation and investment.

We are looking for SYSTEMS PROGRAMMERS with C and UNIX skills, who can show us 2 years' experience of delivering advanced banking and online information systems. Above all, we need flexible thinkers who appreciate the commercial realities and priorities of the banking industry.

Show us these qualities, and our client can offer you a competitive salary plus many banking benefits. If your talents and ambitions are ready for such a move, please send your CV, quoting Ref. 349, to:

**Harriet Bradman at Compro Recruitment Services,
318 Leadhill Street, London EC1 1DR.**

- 1 Who placed the advertisement?
- 2 What software does the current system use?
- 3 What specific characteristics or qualities are required?
- 4 What benefits come with the job?

Task 2

David Manning has applied for the job advertised in Task 1. Before reading his letter, tick the items you think he should mention in replying to the advertisement.

Do you think he should:

- 1 begin with a reference to where he saw the job advertised?
- 2 give details of the subjects he studied at school?
- 3 list briefly all previous jobs?
- 4 be honest and admit that he lacks exactly the required experience?
- 5 indicate his current level of responsibility?
- 6 explain why the company would benefit if they employed him?
- 7 say when he will be available for interview?
- 8 request that they reply as soon as is reasonably possible?

Now read the letter and compare your predictions. Do you think it is a good letter? Discuss the reasons for your opinion.

22 Carlyle Crescent
London WC1H 9BH

18 June 19__

Yr Ref: 349

Ms H Bradman
Compro Recruitment Services
318 Leadhill Street
London EC1 1DR

Dear Miss Bradman

I wish to apply for the post of Systems Programmer, which was advertised in this month's edition of IT World.

I am currently a Systems Programmer at GCG Merchant Bank where I have two years' experience of specialized programming for the financial sector. I am familiar with C/UNIX, LAN/WAN technology, and relational databases.

Prior to taking over my current post, I worked for Data International as a Trainee Systems Programmer, where I was involved in the development of a new online information system for a financial services company.

My experience in the fields of both banking and online information services has given me the necessary commercial and technical awareness to be able to make a valuable contribution to the systems development programme of your client.

Please let me know if there is any further information you require.

I look forward to hearing from you.

Yours sincerely

David Manning
David Manning

Task 3

The advertisement mentioned three specific requirements for the job. Write down the phrases that David Manning used when referring to those requirements.

- 1 _____
- 2 _____
- 3 _____

Task 4

Using the information from the letter, complete the following CV that David Manning sent with the covering letter.

CURRICUUM VITAE

Personal details

Name: David William MANNING
 Age: 21
 Date of Birth: 29 May 19 __
 Marital Status: Single
 Address: **1** _____

Tel: 071 263 6925

Position applied for: **2** _____

Education

19 __ to 19 __

St Godric's School, Buckingham
General Certificate of Education
 Mathematics B
 Physics A
 English B
 German D

19 __ to 19 __

Aston Technical College, Birmingham
OND in Computing

Work experience

19 __ to present

Company: GCG Merchant Bank
 Post: **3** _____
 Responsibilities: **4** _____

19 __ to 19 __

Company: **5** _____
 Post: **6** _____
 Responsibilities: assisting in the development of a new online information system for a financial services company.

Other information

Clean driving licence

Referees

Mr Joseph Morse
 Systems Manager
 GCG Merchant Bank
 Threadneedle Street
 London EC1 7GH

Mr J H Holloway
 Data Processing Manager
 Data International
 106 Sidmouth Street
 London WC1H 4GJ

Current Salary

£16,500 p.a.

Task 5

In each of the following sentences, choose the most appropriate word from the options in brackets.

- 1 I am writing to (*apply, request, ask*) for the post of Sales Consultant advertised in today's edition of 'The Independent'.
- 2 I enclose my curriculum vitae for the (*job, position, work*) of Program Manager.
- 3 As you will see from the enclosed (*CV, covering letter, application*), I have had several years' experience of Export Sales.
- 4 I (*qualified, left, graduated*) from Manchester Technical College with an HND in Electronic Engineering.
- 5 At present, I am (*worked, employed, taken*) by Unisys, where I work in the Customer Services Department.
- 6 I would be grateful if you could send me an application (*form, formula, card*).
- 7 While I was at Dell, I was (*liable, responsible, charged*) for the day-to-day running of the Technical Services Department.
- 8 At ICL my duties (*included, added, completed*) installing and testing new computer systems.
- 9 I look (*forward, ahead, on*) to hearing from you.

Task 6

Complete the CV with all the relevant information about yourself.

CURRICULUM VITAE

Personal details

Name _____

Date of birth _____

Address _____

Telephone number _____

Education

Work experience

Other information

Referees

Task 7

Compro Recruitment Services are advertising a number of jobs. Choose a job and write a covering letter to send with your completed CV.

Begin by saying which post in particular you are applying for.

Give relevant details about yourself and your experience/qualifications.

Say why you would be useful to the company.

Close your letter politely.

Sales and support

£12,000 to £15,000

A growing company requires an experienced PC Consultant to provide technical support for both specialist systems and general packages including word processors, spreadsheets, and databases. Additional responsibilities will include dealing with sales enquiries, both at exhibitions and on the telephone. Full training in this area will be provided.

Ref. S/167

Programmers/Analyst programmers

To £20,000

A London-based financial organization requires an experienced person with a thorough knowledge of UNIX and 'C'. You will need excellent communication skills and be able to work effectively as a member of a team. This company offers excellent benefits and prospects to its employees.

Ref. P/256

Network manager

£16,000 to £20,000

Well-known manufacturers seek ambitious candidate with one to two years' experience of using Lotus, Paradox, WordPerfect, and Harvard Graphics. A knowledge of Windows will be a definite advantage. Working within a small team, you will be solely responsible for the support and management of forty to fifty PCs running on a network.

Ref. N/80

Junior support

£15,000 + benefits

A specific requirement has arisen in an international bank. A vacancy exists for a PC support professional to work within a small team. You will be the first point of contact for dealing with problems relating to software, hardware, and networks. Candidates should have a minimum of 18 months experience. Further training will be given on the job. Knowledge of mainstream PC software is essential, i.e. Windows, Excel, Lotus, WordPerfect. You should be well presented with excellent interpersonal skills. Very attractive position with much scope for career progression.

Ref. S/168

Analyst programmers **£ negotiable**

Analyst programmers with at least two years' 'C' or OS/2 experience looking to move into a truly dynamic development environment should call us NOW! The package is negotiable and promotion prospects are excellent for those prepared to work hard.

Ref. P/257

If you are interested in any of the above vacancies, contact Valerie Stevenson at:

**FASTRECRUIT
18 Wolvercote Avenue
Bolton
BO2 6CT**

**Telephone
0204-112340**