

Business Emails

Emails are written communications, and their purpose, generally, is to send information. If we relax the rules of grammar and clear communication, we will fail to get our message across. So it is important to stick to the usual guidelines. However, emails are normally less formal than a printed business letter.

Etiquette

There is still some confusion about the correct way to write emails, which 'tone' is appropriate, and whether to use slang or abbreviations. It is best to open and close an email using 'Dear' at the beginning and 'Best wishes' or 'Regards' at the end.

'Hi' is not really appropriate for business emails unless you are familiar with the person you are writing to. If you do not know the person's full name, use the person's title (for example 'Dear Director of Customer Services').

Always think about the reader. Remember that people are unlikely to be offended if you are too formal, but some may think you are being rude if you are too informal.

Spelling and grammar

You should always write emails with the same care you would use to write a formal letter. Always check your spelling and grammar – most email applications have a tool which you can use to do this automatically. Remember that sloppy communication gives a bad impression of both you and your organization.

Resist the temptation to use the shortcuts of 'text messaging'. While some people may understand what 'cant w8 2 cu' means, a lot of people do not.

Addressing an email

- To – this is where you type the email address of the person you are writing to.
- CC (courtesy copy) – this is for the email addresses of other people who need to see the information in your email.
- BCC (blind courtesy copy) – addresses that you put in this field are 'hidden' from the other people who receive the message. For example, if you wrote an email to your insurance company but wanted a solicitor to read it for reference without the insurers knowing, you would use this field for the solicitor's address.

Always use the correct field so people know who you expect to act first on the information.

Key points to remember

- Be concise. Remember that some people receive and read hundreds of emails every day. Try to keep to a maximum length of five paragraphs. If your message is very long (for example, notes about a report) consider sending it as an attachment.
- Don't use an inappropriate email address from which to send your email (such as 'hotlips@yahoo.co.uk!'). If you do not have a business email address, set one up using your name or your company name.

- Make sure you title your email clearly in the subject box as this helps the reader to refer to your email at a later date. Try to keep titles short.
- Use 'plain-text' for your formatting rather than HTML (which creates web-page-style emails). This will mean that everyone reading your email will see it as you intended. Bear in mind that not everyone uses a computer to access their email, and people may be using a device that can only display text.
- Use bulleted lists and keep paragraphs short. If you are writing to someone for the first time, structure your email as you would a letter, with a beginning, middle and an end.
- Do not use block capitals. They give the impression you are shouting at your reader.
- Do not use 'emoticons' (combinations of letters which represent emotions) in formal emails. For example: :-) (happy) or :-((sad)
- Avoid over-familiar language, slang or abbreviations - such as LOL (laugh out loud) or BTW (by the way).
- Don't be sloppy with grammar or ignore formatting. It may be quicker to write your email without using capital letters, but it looks unprofessional to the reader.
- If you are sending pictures or documents with your email, make sure that they are a reasonable file size (less than 5MB) as big files can cause problems for the person receiving them. Make sure you tell the reader that you have included an attachment.
- Always reply to an email as soon as possible to show the sender that you are dealing with the information.
- Try to avoid sending unnecessary replies (Thanks!) as they waste readers' time as well as clogging up email systems.

Disclaimers

Many companies insist on using an email 'disclaimer' at the bottom of all their outgoing emails. There is some doubt as to how legally binding these disclaimers are, and they are best used simply to tell the reader that the contents of an email are confidential. If you are responsible for drafting a disclaimer for your department or company, try to keep the length to a minimum, and make sure that readers can distinguish it from the rest of the text.

Don't forget that a disclaimer doesn't necessarily mean you are not liable for any defamatory statements you make in the email.

Signatures

Like disclaimers, 'signatures' should be kept short. Include your name, company address and contact details, and a company registration number where appropriate. Avoid including product slogans or website links that are irrelevant to the content of your email, and don't include 'meaningful quotations' such as 'Seek and ye shall find' when writing business emails. It looks pretentious, and won't necessarily convey the right image of your company.

ESSAY WRITING

Essay Writing: The word has been taken from French which means 'to try' or 'to attempt'. An essay is a written exposition or elaboration of your views on a particular topic, subject or issue.

Essays oblige you to acquire, analyse and criticize information on your own. The essay is also an important learning process when you begin to write on a selected topic, you often have no idea of what your view or argument will be. An essay must be well structured and presented in a way that the reader finds it easy to follow. It must look tidy and should not present any obstacles to the reader. The material should be organized in such a way so that it flows from one area, sub- section or argument to the next in a logical order. Each part should build upon, or at least reasonably follow on from, the previous parts, and the whole thing should be pulling the reader, clearly and inescapably, to your triumphant (successful/ winning) conclusion. Essay consists of three parts:

- **Introduction:** An essay is an exploration of an idea which needs to be defined before it is developed. The introduction is the place where the essay has to make a good impression, informing the reader what is to come and encouraging him or her to read further.
- **Body:** Usually the easiest part of the essay to write, where you turn your notes into paragraphs to support your central thesis, according to the particular method of organization that you decided. The topic must be explained, described or argued.
- **Conclusion:** The conclusion should match the introduction. It should be a restatement of your essay.

Guidelines for writing an Essay:

- Choose the topic carefully.
- Draft an outline.
- Give the essay an apt (proper) beginning.
- Follow the basic principle of paragraph writing.
- Conclusion should be logical.
- Use simple English.
- Find time to revise.
- Avoid jargons, slangs or vulgar expressions.
- Do not repeat the same word too many times.
- Use active voice
- Stick to the word limit.
- It is most commonly written in first or third person.

Types of Essays:

- Analytical essay: It addresses an issue and employs a critical approach.
- Argumentative essay: argument you present in your support.
- Cause and effect essay
- Classification essay: rank the group of objects.
- Comparison and contrast essay.
- Definition essay: explain the word beyond dictionary meaning.

- Descriptive essay: to describe something.
- Expository essay: to present someone else's point of view without expressing your personal opinion.
- Narrative essay: to narrate something.
- Research essay.

Sample Essay Question with answer

Q: In the modern world, it is possible to shop, work and communicate with people via the Internet and live without any face-to-face contact with others. Is it a positive or negative development?

Answer: The feasibility of shopping, working and communicating through the Internet is gradually eliminating the necessity of in-person encounters. I believe the merits of this opportunity outnumber its demerits and the lowered volume of traffic in addition to the possibility of long-range communication will be discussed as reasons for this claim in this essay.

One chief benefit of using the Internet as a means of making purchases, working and communicating would be the lowered demand for transport, through eradicating the need for face-to-face contact. Such decreased volume of transportation would result in fewer harmful gas emissions which could significantly contribute to creating a cleaner environment. Furthermore, reduced commuting burden yields more free time for individuals. It could be spent in various ways such as working, studying and socialising with family and friends to name a few, which would be more productive and enjoyable.

Another key merit of using the Internet would be the emergence of state-of-the-art telecommunication applications. These technologies have made it possible for those with access to the Internet to get in touch and send and receive audiovisual content by pushing just a few buttons. This presents a stark contrast to the situation only a few decades ago, when long-distance communication was possible solely through paper-based letters, which could possibly take months to reach the recipient.

There are, however, some drawbacks to online communication, in particular the possibility that the lack of contact brought by technological advancements could potentially weaken human bonds. Taking into consideration that humans are sociable species, this could pose a dire threat to our mental health. This predicament, however, would be mitigated by the extra free time technological developments create for us. This free time could be spent with friends and family and in the long run would strengthen our relationships and improve our emotional wellbeing.

To recapitulate, the Internet's demolishing the need for person-to-person contact brings about numerous benefits. A more sustainable environment as well as more free time generated for individuals, a reduced need to commute in addition to the feasibility of conducting long-

distance communication in the easiest way possible, are all instances of the above-mentioned merits.

PRECIS WRITING

Precis: Precis is a restatement or reconstruction in a shortened form (approx. 1/3rd of the original passage) of the main ideas of the original passage usually in one paragraph which reads as a well-connected piece. The basic thought of a passage is reproduced in miniature, retaining the mood and tone of the original. It must possess clear and effective sentence construction. It must be intelligible to a reader who has not seen the original and should have solid compositional worth.

Features of a good précis:

- It is marked by clarity, brevity and precision.
- It is not just lifting of the sentences from the original. It should be written in the précis writer's own words.
- It is a miniature version of the original passage.
- It must have a logical order and be well- knit and well- connected.
- It must have title.
- It must not contain any details not found in the original.

Do's in a précis:

- Start your précis by stating the main idea of the piece. Then you should begin presenting the method that the author used to defend his thesis.
- Compress and clarify a lengthy passage and retain the core essence of the work.
- When writing about history, use the past tense.
- State the purpose of the research or piece of writing.

Don'ts in a précis:

- Do not express your own opinion, wish, remark or criticism.
- Do not insert any question in your précis.
- Do not use abbreviations.
- Do not retain one or reject the other if two ideas are equally important.

Precis Making: While making out a précis, three aims are to be kept in view. Firstly, the general argument is to be clearly conveyed. Secondly, all salient points are to be included. Thirdly, the

diction (use of words, manner of expression) should be concise and yet adequate and independent of the original. The following rules, however, should be followed:

- Read through the whole passage you are asked to make a précis or find out the central thought, that is, the general argument contained in it.
- Mark the important points appearing in the passage or make marginal notes, leaving out all unimportant ones or note them down separately on the margin. This requires considerable practice.
- Give a suitable heading of your précis.
- Arrange the points in the best logical order. But it is better to keep the same order of thought as in the original.
- Write your précis in the third person, indirect form and appropriate past tense.
- It is better to give designations of officials and not the names and titles and must stick to it throughout the précis. If designation is not given use the names.
- Finally, a wise policy would be to count the number of words of your précis and put them down in a bracket at the end.

Kinds of reduction in a précis: While writing a précis we leave unimportant ideas. This refers to two kind of reduction in writing a précis:

- **Conceptual reduction:** If we study a structure of a paragraph we notice each paragraph contains a topic sentence and number of major support and minor support sentences. While attempting a précis of a paragraph, we should go sentence by sentence noting down the main idea expressed by each sentence. In most cases it is possible to leave out minor support sentences which are a conceptual reduction. Example:
White's is a drug store(**sentence 1**)
It is very modern and clean inside(**sentence 2**)
It has air conditioning and most up - to- date (**sentence 3**)
Sentence **1** is a topic sentence because the passage is about white's drug store and its goodness. Sentence **2** is a major support sentence because it tells us why white's is a good drug store. Sentence **3** is a minor support sentence because it tells us why it is modern and most up- to – date.
If the original passage contains any stories, anecdotes, comparisons and similes, they should be left out in a précis. (Indira Gandhi was brave like a lioness (simile) , instead of this use Indira Gandhi was very brave).
- **Linguistic reduction:** Example-
Do not put off till tomorrow what you can do today.
Do no postpone matters. (linguistic reduction)

Sample Question:

Make a précis of the following passage:

Teaching is the noblest of professions. A teacher has a sacred duty to perform. It is he on whom rests the responsibility of moulding the character of young children. Apart from developing their intellect, he can inculcate in them qualities of good citizenship, remaining neat and clean, talking decently and sitting properly. These virtues are not easy to be imbibed. Only he who himself leads a life of simplicity, purity and rigid discipline can successfully cultivate these habits in his pupils.

Besides a teacher always remain young. He may grow old in age, but not in spite. Perpetual contact with budding youths keeps him happy and cheerful. There are moments when domestic worries weigh heavily on his mind, but the delightful company of innocent children makes him overcome his transient moods of despair.

Solution:

TITLE: TEACHING PROFESSION

Teaching is the noblest profession. A teacher himself leading a simple, pure and disciplined life can mould the character of the young children and make them neat and good mannered citizens. Besides he remains every young forgetting his own domestic worries in the constant company of the young. (48 WORDS)

Complaint Letter

Q: You placed an order with a mail order company. When you received it, the article was found to be badly damaged. Write a letter to the Manager of the company giving details of your order and describing the damage. Also write what you want the company do for the compensation.

Ans:

Acharya Institute of Technology
Acharya Post Office Bengaluru
Karnataka 56010789

12th March 2020

The Manager
Malleshwaram Laptop Services
VijayaNagar Rajajinagar
Sivaj Nagar Bangalore

Subject: Letter regarding claiming the compensation/ Letter of Complaint for the received order

Dear Sir/ Dear Madam

We placed an order dated 2.3.20. with your company regarding the supply of 28 Dell Computers along with the accessories. But I feel quite sorry to assert that the delivery of the goods was not made even after one week of the committed date. After the untimely delivery, we were quite disappointed to find 2 computers totally damaged and even the accessories are not properly functional. We have to suffer a lot as our academic session is already running and our students had to face a hard time due to all this.

Thus I want you to compensate us with the latest model of computers and accessories at the same price we had committed earlier.

Hoping for a favourable response.

Cover Letter & Resume Preparation

Sample of Cover Letter

Navneet Kaur
34 Green Avenue
Amritsar

September 18, 2012

Mr. William L. Wise
Cooper Industries
Pune

Subject: Letter to apply for the post of _____

Dear Mr. Wise

I am replying to your advertisement in "Hindustan Times" dated September 16, 2012, inviting applications for the position of an Engineering Manager. I believe that my education, skills and work experience are appropriate for the said post. Attached is my resume for your reference.

As my resume demonstrates, I have a Masters degree in _____ I am an energetic, responsible, motivated person and will continue this aggressiveness with your company.

I would be happy to meet you in person for an interview to discuss my skills in detail. I would also like to hear your expectations from the said post. If you have any queries or if you wish to set up an interview please feel free to call me on my telephone number to arrange a mutually convenient time to meet.

I thank you for your time and hope to hear from you soon.

Yours sincerely
Navneet Kaur

Enclosures: Resume

Meaning of Resume: It acts like a good advertisement, enticing (tempting) the reader to learn more about you through personal contact. It is an account of one's qualifications, skills accomplishments/ achievements, contributions and experience. It is quite descriptive and provides an insight into the variegated traits of an individual's personality i.e. a pertinent (appropriate) account of one's identity.

Purpose of Resume:

- To provide a summary of your skills, abilities and accomplishments.
- Quick advertisement of who you are?
- 'Snapshot' of you with the intent of capturing and emphasizing interests and secure you an interview.
- Employers only spend few minutes on a resume. Be clear, concise and specific about the job for which you are applying.

Difference between CV and Resume

Resume	CV
Short in length	Comparatively lengthy
One or two pages	Two or more pages
Brief and concise	In detail
French word which means summary	Latin word which means course of life
Used by fresher's	Used when applying in academic, medical, scientific and overseas job
Focuses on specific achievements, skills and result oriented responsibilities	Summary of professional career, person's educational and academic background, teaching and research experience, publications, presentations, award etc.

Do's in a Resume:

- Must be clear and easy to read.
- Use high quality paper.
- Check grammar and spelling mistakes.
- Limit your resume to two pages.
- Use active language.
- Tailor the resume to suit the position you are applying for.
- Be honest, information must be true.

Don'ts in a Resume:

- Don't use the word 'Resume'.
- Do not use personal pronouns as I, me, my etc.
- Don't get personal.

- Don't include salary information.
- Don't expect a job.
- Don't include job references.
- Don't include photograph.
- Don't use too many font sizes and styles.
- Don't fold your resume.
- Don't get it Xeroxed.

Sample of Resume No 1:

Navneet Kaur

navneet@yahoo.com

Objective: To work in a competitive and growth oriented environment where an individual is trusted with due responsibilities and provided ample resources to add to the skill set and to the organization as a whole.

Qualifications: ***MBA (Finance)** from Global Institute of Management, Amritsar
 * **B.Tech (ECE)** from Global Institute of Management and Emerging Technologies, Amritsar
 ***12th** from St. Francis Convent School, Batala
 ***10th** from Little Flower Convent School, Batala

Academic Record:

COURSE	UNIVERSITY / BOARD	DIVISION	%AGE
MBA (Finance)	Punjab Technical University, Jalandhar	1st Div	64.5%
B.Tech (ECE)	Punjab Technical University, Jalandhar	1st Div	60%

12 th (NM)	CBSE, New Delhi	1 st Div	61%
10 th	ICSE, New Delhi	1 st Div	67%

Training Experience:

Six months training in Infosys Limited Mohali from 10, July 2008 to 21, December 2008

Seminars/ Workshops:

Attended seminar on “Importance of Communication Skills” for two days in Global Institute of Management

Awards/Honours:

Best Artist Prize, for the year 2003-2004

Co-curricular Activities:

- State-level Basket-Ball Player
- Coordinated & participated in campus social & cultural activities.

Personal Details:

Father’s Name: S. Sandeep Singh

Address: # 59/14, Green Avenue, Amritsar

Ph: +9195123 88121 (M)

Date of Birth: October 12th, 1986

Marital Status: Unmarried

Languages Known: English, Hindi, Punjabi

Hobbies: Gardening, Listening to music, Cooking

Strengths: Leadership qualities, Positive attitude, Adaptive, Hardworking, Keen to learn

Sample of Resume No 2:

Navneet Kaur

59/14, Green Avenue, Amritsar

Ph: +9195123 88121 (M)

E-mail id: navneet@yahoo.com

Objective: To work in a competitive and growth oriented environment where an individual is trusted with due responsibilities and provided ample resources to add to the skill set and to the organization as a whole

Professional Qualifications:

* **MBA (*Finance*)** from Punjab Technical University, Jalandhar in the year

2012 with 78% marks

* **B.Tech (ECE)** from Punjab Technical University, Jalandhar in the year

2010 with 73% marks

Academic Qualifications:

***12th** from Central Board of Secondary Education, New Delhi in the year 2008 with 77% marks

***10th** from Little Flower Convent School, Batala

Training Experience:

Six months training in Infosys Limited Mohali from 10,July 2008 to 21, December 2008

Seminars/ Workshops:

Attended seminar on “Importance of Communication Skills” for two days in Global Institute of Management

Awards/Honours:

Best Artist Prize, for the year 2003-2004

Co-curricular Activities:

- State-level Basket-Ball Player
- Coordinated & participated in campus social & cultural activities.

Personal Details:

Father's Name: S. Sandeep Singh

Date of Birth: October 12th, 1986

Marital Status: Unmarried

Languages Known: English, Hindi, Punjabi

Hobbies: Gardening, Listening to music, Cooking

Strengths: Leadership qualities, Positive attitude, Adaptive, Hardworking, Keen to learn

Report Writing

Reports are vital to the communicative needs of all types of organizations. They contribute to the decision making process at all organizational levels. Scientists, executives and professionals before they proceed further with their investigations, examine the existing reports in a specific area.

Report Writing is a well-organized writing process that needs enough skill, research, and details. A Report may be defined as a statement or an account, either big or small, on some happenings, findings, observations or recommendations prepared either by an individual or by a group. A report may be oral or written. It may be prepared by a single individual or by a group of persons or a committee or a sub-committee. A report may be prepared at regular interval of time (like annual report of an organization or a monthly report by a branch to the head office) or only once (like a report by an enquiry committee). In other words a report is a methodical, well planned document which outlines and evaluates a subject or problem, and which may include:

- The record of an order of events
- Explanation of the implication of these events or facts
- Evaluation of the facts or results of research presented
- Discussion of the consequences of a conclusion or course of action
- Conclusions
- References

Reports must always be:

- Correct
- Crisp
- Clear
- Well-Structured

Importance of Reports:

Importance of reports in organizational life and for general administration is very great. Decisions are very often taken on many controversial and problematic issues based upon some reports. Members of an organization or a committee or a department, etc., can know many relevant and material facts about the organization or committee or group itself or of other

organizations, committees or groups through reports thereon. General administration is guided very much by different kinds of internal and external reports.

Sometimes reports have to be prepared, submitted, and circulated statutorily. For example, annual reports of a company. A report has a documentation value. It is a source of reference, evidence, and history.

Characteristics or Features of a Report

The followings are the features of the Report.

1. **Precise:** The reporter should be very clear in drafting a report. If so, he/she may present the report very precisely with coherence and makes it a valuable document.
2. **Accuracy:** The construction of sentences brings accuracy of the disclosed information. Besides, there is no ambiguous in understanding. Spelling mistake irritates the reader. Faulty punctuation may mislead the meaning.
3. **Only Facts:** The management is going to take a decision on the basis of the factual information available in the report. Inaccurate facts may lead to faulty decisions.
4. **No Grammar Mistake:** All the rules relating to grammar should be followed while drafting a report. The quality and validity of the report is affected due to grammar mistake.
5. **Relevance:** Only relevant information must be included in the report. Irrelevant information should not be included in the report. If relevant information is not included, the report is incomplete. If irrelevant information is included the readers are confused.
6. **Simple Language:** Simple sentences can be used for drafting a report. Lengthy sentences should be avoided. A report should be understood by an ordinary layman.
7. **Unambiguous Language:** The report should be free from ornamental language. Unknown words, unfamiliar words and double meaning words should not be used while drafting a report. Idioms and Phrases may be used if required for proper understanding of the subject.
8. **Reader Orientation:** It is necessary to keep in mind the person(s) who is (are) going to read the report. There must be an attraction in the report while reading the same.
9. **Arrangement of Matters:** The subject matter of the report should be symmetrically arranged. If so, the readers can understand the report in the right direction.
10. **Clarity:** Clarity depends on proper arrangement of facts. The report can be presented in the order of introduction about the preparation of the report, objectives of report, sources of data, methodology used for collecting the data, findings and finally recommendations. These are

presented in the form of short paragraphs with suitable main headings and sub-headings to achieve greater clarity.

Types of Report Writing

Formal Report Writing

Formal Report Writing is pretty complex and time-consuming. Usually, it demands an immense research, explanation, references, links, lists and many other things to make the primary point clear enough for the readers. This type of report writing is usually preferred for an important incident, issue or matter by big organizations. Formal report writing is generally long and expensive. Formal Report writing has an internationally accepted pattern that includes various components that are mentioned below.

Cover – The cover of a report is something that drives a reader’s attention first. The report’s cover leaves a huge impression on the reader’s mind and he/she can get an idea regarding the report’s topic or quality through the cover design. There is a saying – “don’t judge a book by its cover” but it is also true – what seems well, sells well and hence the report writer must take care of the cover of the report with has a major role to depict the report brief.

Title Of The Report – This component includes the report’s title and the name of the writer. Apart from these things, the title can also have a date and the name of the organization for which the report has been prepared. The cover also has these things but putting them in details in the title section is mandatory.

Table Of Contents – This section includes headings and subheadings of the primary text written. This is a very important portion of report writing. It helps your readers to reach desired sections in your report in a hassle-free manner.

Summary – Here you basically provide the synopsis of the whole report’s primary text and you can also call it an informative summary. Many times, it is referred as ‘executive summary’. You can also use descriptive summary which is a simple table of contents. The format is always decided by the organization.

Introduction – This is the most important section of the main text. The main text always includes three components – introduction, discussion, and conclusion. Here, you introduce the main text of your report in the most intriguing a detailed manner so that all types of readers can get your point without much effort.

Discussion – In the discussion section, a report writer discusses the main story of the report. According to your reader’s convenience, you decide the order of the report’s results. You can also do a result to theory comparison here along with the analysis, evaluation and interpretation of the data included.

Conclusion/Recommendation – You can present the summary of the discussion section here. Here, you mention your findings and recommend the elements to your readers as per your overall evaluation.

Appendix – In the appendix portion, you can attach the graphs, lists, survey and suchlike stuff that are related to your report and helps your readers to understand the report comprehensively.

Reference/Bibliography – You can cite your report’s references in this portion.

Informal Report Writing

This type of report writing is comparatively easier and less time-consuming than the formal report writing. Here, you need to perform lesser research and it also includes lesser components.

The basic components of informal report writing include – Introduction, Findings, Discussion & Reference/Recommendations. Different organizations include more components to this type as per their requirements

Solved Sample Report Questions

Question: Draft a report on the dilapidated condition of the building of your business establishment. Give suggestions about resolving the difficult situation.

Answer:

Esskay Finance Company

Dalhousie Road, Pathankot

Phones: 245145, 201321

Sept 12, 2015

The Managing Director

Head Office

Esskay Finance Company

Court Road, Shimla

Subject: Dilapidated condition of our Pathankot office building.

Dear Sir

Regarding the subject specified above, I wish to submit the report as under:

Findings:

- Our office building is more than 20 years old. No repair has been made during this period.
- The roof is supported by wooden planks and crumbling pillars.
- During the rainy season, the roof leaks, causing inconvenience to the staff members. Often precious documents lying on tables get damaged.
- The floor is full of potholes. When the roof leaks, the potholes are filled with muddy water.
- Moisture has seeped into the walls.

Suggestions:

- The office should be temporarily shifted. The present building should be pulled down in the larger interests of the staff and the public. A new building should be built at its place.
- Our present premises have no provision for parking of vehicles. While selecting the new site, the need for a parking slot must be taken into consideration.
- Our present premises are centrally located. We should shift to the new place only temporarily.
- A builder should be given the job of erecting a modern looking complex here, with all the basic amenities.

This is being submitted for your kind attention and prompt action, Sir.

Yours faithfully

Manager