

What is Formal Correspondence?

Worksheet

Formal correspondence is professional written communication with specific structure, formal tone, and standard etiquette. It follows conventions for headers, salutations, body, and closings.

Questions

1. Which is a formal salutation?

- A) Hey there,
- B) Dear Sir/Madam,
- C) Hi!
- D) What's up,

2. What comes after the body of a formal letter?

- A) Header
- B) Recipient address
- C) Closing phrase
- D) Date

3. Should formal correspondence use contractions?

- A) Always
- B) Never
- C) Sometimes
- D) Only in emails

4. What is the purpose of the header in a formal letter?

- A) To decorate
- B) To show sender and date
- C) To confuse
- D) To shorten it

5. Write a formal letter of complaint to a hotel manager about poor service.

6. Compose a formal email requesting information from a company.

7. Draft a formal letter of recommendation for a colleague.

8. Define: What is the purpose of formal correspondence?

9. Define: What tone should formal correspondence use?

10. Define: What are the main parts of a formal letter?

Answer Key

1. B) Dear Sir/Madam, — Dear Sir/Madam is a standard formal salutation.
2. C) Closing phrase — Closing phrases like 'Yours sincerely' follow the body.
3. B) Never — Avoid contractions like 'don't' — use 'do not' instead.
4. B) To show sender and date — Header shows sender's address and the date of writing.
5. Header with your address and date Recipient: Manager, Hotel name and address Salutation: Dear Sir/Madam, Body: Describe the issue, date, impact Closing: Yours sincerely, Signature
6. Subject line: clear and specific Salutation: Dear [Name], Introduction: state purpose Body: ask specific questions Closing: Thank you, Yours sincerely Signature block with contact
7. Header and date Address to recipient Introduction: relationship and context Body: list qualities, examples, achievements Closing: Your recommendation Signature
8. To communicate official or business matters clearly and professionally with established conventions.
9. Objective, professional, respectful, and polite — avoid slang, contractions, and casual language.
10. Header, recipient address, salutation, body, closing, and signature.

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