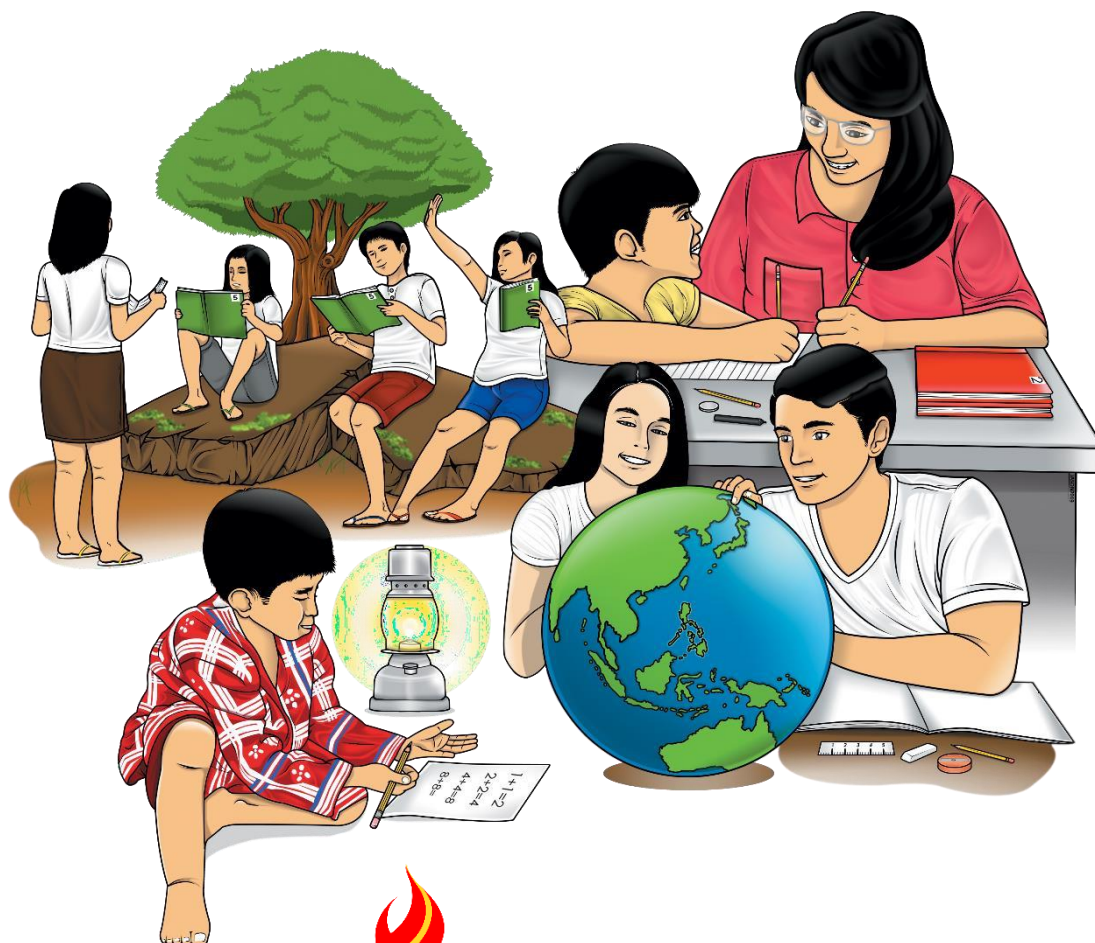


# Reading and Writing Skills

## Quarter 4 – Module 9: Composing Professional Correspondence



**Reading and Writing Skills**  
**Alternative Delivery Mode**  
**Quarter 4 – Module 9: Composing Professional Correspondence**  
**First Edition, 2020**

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# **Reading and Writing Skills**

## **Quarter 4 – Module 9: Composing Professional Correspondence**

# Introductory Message

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



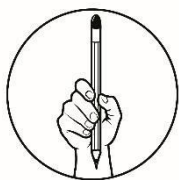
## ***What I Need to Know***

In this century of literacy and technology, you are expected to prepare yourselves to become significant people in the academic or professional world. As you begin your journey as incoming college students, you are expected to have the knowledge and skills to communicate within and across the disciplines.

This lesson is divided into variety of activities which you will answer at your own pace and will enable you to compose a resume.

After going through this lesson, you are expected to:

1. identify the unique features and requirements in writing a resume; and
2. demonstrate understanding of the features and requirements in preparing a resume by composing



## ***What I Know***

Choose the letter of the best answer. Write the chosen letter on a separate sheet of paper.

1. What document is an enclosure to a cover letter that is used for employment and highlights applicant's education, experience, skills, and qualifications?  
A. biodata  
B. resume  
C. application letter  
D. memorandum
2. Which of the following is NOT a resume format?  
A. chronological  
B. fusion  
C. functional  
D. combination
3. Which of the following is NOT a necessary part of a resume?  
A. religion  
B. contact Information  
C. education  
D. employment history
4. In which section of a resume would you most likely include your bilingual skills?  
A. education  
B. employment History  
C. contact information  
D. additional Information
5. What information should you leave off in your resume?  
A. experiences  
B. awards  
C. hobbies  
D. accomplishments
6. Which part of the resume reflects the applicant's career goals and intention for applying on the job?  
A. personal details  
B. career objective  
C. work experience  
D. additional information

7. Which of the following is NOT necessary information to include in your personal details?
- A. height and weight
  - B. mailing address
  - C. contact number
  - D. email address
8. What information in the education section should you include?
- A. name of the institution
  - B. course or program taken
  - C. inclusive dates or year attended
  - D. all of the above
9. It is recommended to start your phrases for the job description using \_\_\_\_\_.
- A. nouns
  - B. adjectives
  - C. verbs
  - D. adverbs
10. When you are asked to provide 2-3 professional or character references, you may include \_\_\_\_\_.
- A. parents, siblings, and other relatives
  - B. former employers, former managers, teachers/professors
  - C. the CEO who happens to be your uncle as well.
  - D. all of the above
11. The following are sections of the additional information that you may include in your resume EXCEPT \_\_\_\_\_.
- A. awards/ achievements
  - B. languages
  - C. skills and strength
  - D. professional experience
12. The text of your resume should always be \_\_\_\_\_.
- A. printed in capital letters
  - B. printed with decorative fonts
  - C. printed using black ink
  - D. printed with a font size of 9
13. Job applicants should print their resumes on \_\_\_\_\_.
- A. white paper
  - B. gloss paper
  - C. colored paper
  - D. photo paper
14. Enrique would like to apply for a service crew position in a local fast-food chain in his hometown. If he has no work experience, what should he do in his resume instead?
- A. Just write the heading and leave it blank
  - B. Highlight the skills that he possesses
  - C. Better not to submit his resume
  - D. Copy the work experience from other resumes
15. Liza is going to submit her resume online. Which of the following is BEST email address for her to use?
- A. iloveparkseojoon@email.com
  - B. heaven\_sent\_liza@email.com
  - C. lizaverano@email.com
  - D. liza.gorgeous@email.com

## Lesson

# 1

## Composing a Resume

Resumes, application letters, and other professional correspondence are some of your weapons to start up and sustain your career. Most of the time, your resume is the first written document that your employers will be looking at while reviewing your application. Having a well-written resume is very important in helping you secure an interview which could open your doors to job vacancies and opportunities.

In selecting exit points in Senior High School, you are expected to either prepare for employment, entrepreneurship, skills development, or higher education. Whichever exit points you are most likely to consider after Grade 12, you would definitely need a persuasive resume that will create the best impression of you.



### ***What's In***

In the previous module, we focused on the various forms of academic writing. As we move forward, you will discover different forms of professional writing such as resumes, application letters, and other business or office correspondence. It is not too early for you to start learning this professional task. This will enable you to prepare yourself on the reality of the professional world.



### ***What's New***

Know yourself better by identifying your strengths before coming up with your career objectives and writing your resume. You may do it by yourself or ask a few people to help you answer the questions below. Write your answers on a separate sheet of paper.

1. Name at least three traits or characteristics that you think people admire about you the most.
2. Think of a challenge or a problem that you had encountered. How did you arrive at a solution?
3. Which subjects do you do well in school? Why?
4. What do you think is your expertise?
5. What makes you proud of yourself?

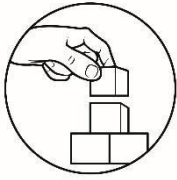


## What is It

Resume originated from the French word *résumé* which means, “summary”. It is a concise document that highlights your education, work experiences, and other qualifications such as your skills and strengths. These are information or qualifications that your future employer might look for in the job that you are applying for. A resume is usually an enclosure to an application or cover letter so it is recommended that you prepare the resume first since the information that you include there will be the basis of your letter. Below is the structure and organization of a sample resume:

<b>Personal Details</b> -include your full name and contact information	<b>LILY D. CRUZ</b> 140 Emerald St. Victoria Homes, Cabuyao City, Laguna, Philippines 4025 09998054321 <a href="mailto:lily.cruz@chronological.com">lily.cruz@chronological.com</a>		
<b>Career Objective/ Summary</b> -convey your goals or highlights experience	<b>CAREER OBJECTIVE</b> <i>To obtain employment as a Human Resource Staff at JTBC Company where I can utilize my existing skills and knowledge.</i>		
<b>Education</b> -list the most recent first	<b>EDUCATION</b> 2014 – 2018 Polytechnic University of the Philippines- Sta. Rosa Bachelor of Science in Business Administration Major in Human Resources Development Management <i>Cum Laude</i>		
<b>Work Experience</b> - use action verbs for descriptive phrases and list the most recent experience first	<b>WORK EXPERIENCE</b> 2018-Present DanBam Phils. Inc. HR Staff Sta. Rosa City, Laguna <ul style="list-style-type: none"> <li>Supervised the interview process</li> <li>Participated in recruitment efforts</li> <li>Organized job application resumes</li> </ul>		
<b>Additional Information</b> - optional part; headings could be languages, awards, achievements, skills, etc.	2017-2018 Laguna Brewery, Inc. HR Staff (Internship) Cabuyao City, Laguna, <ul style="list-style-type: none"> <li>Provided support within the HR functions such payroll and interview process</li> <li>Ensured completion of the requirements for new employees</li> </ul>		
<b>References</b> - 2 to 3 reliable people to endorse you; could be former professor or employer	<b>SKILLS</b> <ul style="list-style-type: none"> <li>Proficient in Microsoft Office</li> <li>Strong oral and written communication skills</li> </ul>		
	<b>REFERENCES</b> <table> <tr> <td>           ALLAN Z. GOZON            HR Manager            DanBam Phils. Inc.            Sta. Rosa City, Laguna            +639951012345  <a href="mailto:allan_gozon@email.com">allan_gozon@email.com</a> </td><td>           MARY JOY D. GUZMAN            HR Manager            Laguna Brewery, Inc.            Cabuyao City, Laguna            +639150987654  <a href="mailto:mjguzman@email.com">mjguzman@email.com</a> </td></tr> </table>	ALLAN Z. GOZON HR Manager DanBam Phils. Inc. Sta. Rosa City, Laguna +639951012345 <a href="mailto:allan_gozon@email.com">allan_gozon@email.com</a>	MARY JOY D. GUZMAN HR Manager Laguna Brewery, Inc. Cabuyao City, Laguna +639150987654 <a href="mailto:mjguzman@email.com">mjguzman@email.com</a>
ALLAN Z. GOZON HR Manager DanBam Phils. Inc. Sta. Rosa City, Laguna +639951012345 <a href="mailto:allan_gozon@email.com">allan_gozon@email.com</a>	MARY JOY D. GUZMAN HR Manager Laguna Brewery, Inc. Cabuyao City, Laguna +639150987654 <a href="mailto:mjguzman@email.com">mjguzman@email.com</a>		





## ***What's More***

Below is an example of an 'Incorrect Resume'. On a separate sheet of paper, write down the miscues found and rewrite it applying the necessary corrections.

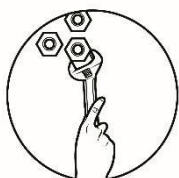
<p style="text-align: center;"><b>LETIZIA G. RIVERA</b> <b>Address:</b> 537 J.P. Rizal St. Bacoar City, Cavite <b>Contact Number:</b> +63918 7778899 <b>Email:</b> prettyziarivera@email.com</p>
<hr/> <p><b>CAREER OBJECTIVE</b> Seeking for any vacant position available for a high school graduate in your company where I can demonstrate my sense of humor.</p>
<hr/> <p><b>EDUCATION</b> Doña Juana Integrated National High School Bacoar City, Laguna Senior High School Graduate</p>
<hr/> <p><b>VOLUNTEER EXPERIENCE</b> INFORMATION DESK ASSISTANT SHS Job Fair - Took pictures of my friends - Assisted participants and guests - Responsible for the monitoring of attendance</p>
<hr/> <p><b>SKILLS</b> - Proficient in Adobe Photoshop - Expert in Microsoft Office - Social Media Photography, Dancing, Singing</p>
<hr/> <p><b>REFERENCES</b> MARIANNA G. RIVERA Housewife (My Mom) 537 J.P. Rizal St. Bacoar City, Cavite +639185454455 No Email</p>



## ***What I Have Learned***

Answer the questions below on a separate sheet of paper.

1. Why do we need to make a resume? Is it important?
2. When can you say that a resume is impressive and a well-written one?



## ***What I Can Do***

Look for an interesting job advertisement from a newspaper or from the internet and write a resume that suits the nature of the job you are applying for. Prepare your resume on a clean sheet of paper by following the tips or guidelines in making a good one. A rubric is attached as reference for checking your resume.

<b>Criteria</b>	<b>Excellent (4)</b>	<b>Good (3)</b>	<b>Needs Improvement (2)</b>	<b>SCORE</b>
Resume Content	All 6 parts are complete and in detail.	Only 1 part is missing but the content is in detail.	3 parts are missing with very little details.	
Format and Appearance	Consistent font and spacing with appropriate margins. It is easy to read and not too crowded.	Minor issues with font, spacing, and margins. Easy to read but with many white spaces.	Inappropriate font, spacing, and margin. Too much white spaces exist in the resume.	
Structure and Organization	All parts are arranged accordingly.	Minor issues on the arrangement of parts.	Inappropriate title for each part of the resume.	
Spelling and Grammar	No spelling and grammar errors	1-2 spelling and grammar errors	3 or more spelling and grammar errors	
<b>TOTAL</b>				

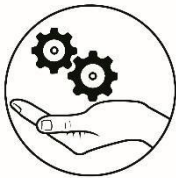


## Assessment

Choose the letter of the best answer and write it down on a separate sheet of paper.

1. Which of the following is NOT a resume format?
  - A. chronological
  - B. fusion
  - C. functional
  - D. combination
2. Which of the following is NOT a necessary part of a resume?
  - A. religion
  - B. contact information
  - C. education
  - D. employment history
3. What information should you leave off in your resume?
  - A. experiences
  - B. awards
  - C. hobbies
  - D. accomplishments
4. What document is an enclosure to a cover letter that is used for employment and highlights applicant's education, experience, skills, and qualifications?
  - A. Biodata
  - B. Resume
  - C. Application Letter
  - D. Memorandum
5. Which part of the resume reflects the applicant's career goals and intention for applying on the job?
  - A. Personal Details
  - B. Career Objective
  - C. Work Experience
  - D. Additional Information
6. Which of the following is NOT necessary information to include in your personal details?
  - A. height and weight
  - B. mailing address
  - C. contact number
  - D. email address
7. In which section of a resume would you most likely include your bilingual skills?
  - A. Education
  - B. Contact information
  - C. Employment History
  - D. Additional Information
8. What information in the education section should you include?
  - A. Name of the institution
  - B. Course or program taken
  - C. Inclusive dates or year attended
  - D. All of the above
9. It is recommended to start your phrases for the job description using \_\_\_\_\_.
  - A. nouns
  - B. adjectives
  - C. verbs
  - D. adverbs
10. When you are asked to provide 2-3 professional or character references, you may include \_\_\_\_\_.
  - A. Parents, siblings, and other relatives
  - B. Former employers, former managers, teachers/professors
  - C. The CEO who happens to be your uncle as well.
  - D. All of the above
11. The text of your resume should always be \_\_\_\_\_.
  - A. Printed in capital letters
  - B. Printed with decorative fonts
  - C. Printed using black ink
  - D. Printed with a font size of 9

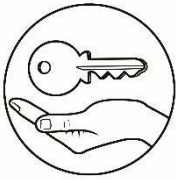
12. Liza is going to submit her resume online. Which of the following is BEST email address for her to use?
- iloveparkseojoon@email.com
  - heaven\_sent\_liza@email.com
  - liza\_verano@email.com
  - liza.gorgeous@email.com
13. Job applicants should print their resumes on \_\_\_\_\_.
- White paper
  - Gloss paper
  - Colored paper
  - Photo paper
14. The following are sections of the additional information that you may include in your resume EXCEPT \_\_\_\_\_.
- Awards/ Achievements
  - Languages
  - Skills and Strength
  - Professional Experience
15. Enrique would like to apply for a service crew position in a local fast-food chain in his hometown. If he has no work experience, what should he do in his resume instead?
- Just write the heading and leave it blank
  - Highlight the skills that he possesses
  - Better not to submit his resume
  - Copy the work experience from other resumes



## ***Additional Activities***

The following are information about Kate, a student who wants to apply for a part-time job at a café. Read the details and arrange it to help her form a resume. Write your answer on a clean sheet of bond paper.

90 Sampaguita St. Sunny Ville Mabini, Lipa City, Batangas	Shine Integrated School, Lipa City, Batangas (2010-2016)
Seeking a position as a coffee shop worker to apply knowledge and skills in providing exceptional coffee beverage	Jane O. Valdez Operations Manager Cafe Lucina, Lipa City, Batangas 0995- 87654321 valdez.jane@email.com
kate_delacruz97@email.com 0928- 0987654	<ul style="list-style-type: none"> <li>English Language Award</li> <li>Most Consistent in Speaking English</li> </ul>
Coffee Royal (2016-2017) <ul style="list-style-type: none"> <li>Processed beverages and pastries orders to customers</li> <li>Managed the cash register</li> <li>Ensured cleanliness of food areas</li> </ul>	Filipino, English
Volunteer English Tutor (2015-2016) <ul style="list-style-type: none"> <li>Offered help to other students with their English homework</li> </ul>	Kate M. Dela Cruz



## ***Answer Key***

<p><b>Assessment</b></p> <p>1.B 2.A 3.C 4.B 5.B 6.A 7.D 8.D 9.C 10.B 11.C 12.C 13.A 14.D 15.B</p>	<p><b>What's More</b></p> <p>Activity 1.1 (Possible answers) 1. Unprofessional email 2. Informal objective with emotion 3. Lacks inclusive date 4. Insignificant duty was mentioned 5. Gave irrelevant skills 6. Provided a parent as a reference</p>	<p><b>What I Know</b></p> <p>1.B 2.B 3.A 4.D 5.C 6.B 7.A 8.D 9.C 10.D 11.C 12.A 13.B 14.C 15.C</p>
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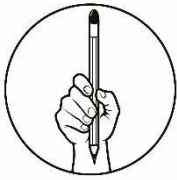
## ***What I Need to Know***

As students of the 21<sup>st</sup> century, one of the skills that you need to achieve is to know how to deal with written communications like letters. Letters are just one of the many documents that will help you increase your chances of becoming a part of your dream institution or securing a position in a workplace. This means that you want to be accepted at the university that offers the course you would want to take up or there may be times that you need to market yourself to your potential employer.

This lesson is divided into variety of activities which you will answer at your own pace so that you will be able to learn the skills that will enable you to write application letters for college admission and employment.

After going through this lesson, you are expected to:

1. identify the unique features and requirements in writing application letters; and
2. compose a college admission letter and an employment letter.



## ***What I Know***

Choose the letter of the best answer. Write the chosen letter on a separate sheet of paper.

1. What type of letter discusses the intention of the sender in attending a college program?
  - A. Request Letter
  - B. Cover Letter
  - C. College Admission Letter
  - D. Employment Application Letter
2. Which of the following should you consider doing when writing a college admission letter?
  - A. Convey why you are interested in the course
  - B. Highlight your work experience if you have
  - C. Tell about your family's challenges in life
  - D. Reveal your financial capability to enroll
3. This is a letter of introduction attached to a resume to introduce yourself and explain your qualifications to potential employers.
  - A. Reference Letter
  - B. Resume
  - C. Curriculum Vitae
  - D. Cover Letter
4. What should be the proper arrangement of your letter after heading and date?
  - A. Body, Inside Address, Salutation, Complimentary Close, Signature
  - B. Salutation, Inside Address, Body, Signature, Complimentary Close
  - C. Inside Address, Salutation, Body, Complimentary Close, Signature
  - D. Salutation, Inside Address, Body, Complimentary Close, Signature
5. Which information should you NOT include in your cover letter?
  - A. Intent on the position you are applying for
  - B. Company's background and history
  - C. Your educational background
  - D. Your internship or work experience
6. The date of a letter is always placed \_\_\_\_\_.
  - A. under the heading
  - B. under the signature
  - C. under the salutation
  - D. under the inside address
7. When you do not know the name of the person you are writing to, it is BEST to begin your salutation with \_\_\_\_\_.
  - A. Hi:
  - B. Dear Mr:
  - C. Dear Sir/Madam:
  - D. Ladies and Gentlemen:
8. In writing an application letter, the most applicable complimentary close is
  - A. Very truly yours,
  - B. Cordially yours,
  - C. Lots of Love,
  - D. Best Regards,
9. When do you need to send a cover letter?
  - A. Every time you send a resume for application
  - B. When the employer requests for it
  - C. After being hired by the employer
  - D. Before signing your contract

10. How many page/s should you normally allot for your application letter?
- A. One page
  - B. Two pages
  - C. Three pages
  - D. Four or more pages
11. Which of the following should NOT be seen in your opening paragraph?
- A. Your advertisement in Jobstreet posted on May 1, 2020, says that you are in need of a computer programmer.
  - B. I would like to apply for the vacant position in your company.
  - C. This is in response to your posted announcement on Facebook on June 7, 2020.
  - D. At present, I am working as a computer programmer at KYZ Network
12. How should you write your middle paragraph?
- A. Indicate your education and qualifications
  - B. State the position you are applying for
  - C. Tell your request for action
  - D. Express your gratitude to your reader
13. Which of the following should be seen in your closing paragraph?
- A. I am writing to express my intent to apply.
  - B. I believe I am well-suited for the program.
  - C. I look forward with eagerness to be part of your institution.
  - D. I saw a vacant position in your advertisement posted on Facebook.
14. Which feature or requirement in writing an application letter should NOT be considered?
- A. Use any kind of paper as long as it is clean
  - B. Use the appropriate business letter format
  - C. Focus on matching your skills and qualifications to your desired company or university
  - D. Tell on your opening paragraph the purpose of your letter
15. You are writing an application letter to the Human Resources Manager of City Saver's Bank Laguna. It is located at Lim Subd. Poblacion Dos, Cabuyao City, Laguna. How would you write it on the inside address?
- A. City Saver's Bank  
Subd. Poblacion Dos,  
Cabuyao, Laguna
  - B. Human Resources Manager  
City Saver's Bank  
Lim Subd. Poblacion Dos,  
Cabuyao, Laguna
  - C. Human Resources Manager  
Lim Subd. Poblacion Dos,  
Cabuyao, Laguna
  - D. Lim Subd. Poblacion Dos,  
Cabuyao, Laguna  
City Saver's Bank  
Human Resources Manager

## Lesson

# 2

## Writing Application Letters



You might be aspiring to be admitted in a school or university of your choice or be hired in a company or institution that you desire. This could not be fulfilled unless you express your intent through some forms of written communication such as application letters.



### ***What's In***

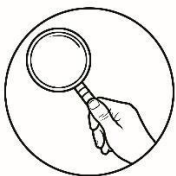
In the previous lesson, you were introduced to one of the many professional correspondences such as the resume. In addition to it, having a knowledge of the other forms of professional correspondence such as writing business letters will give you better opportunities in the future which will be beneficial to you as incoming college students or prospect job applicant.



### ***What's New***

Answer the given questions to help you prepare a draft of your application letter. Write your answers on a separate sheet of paper.

1. Why am I writing a letter? Is it for college admission or for job application?
2. Who will receive my letter?
3. Which format (Block, Modified, Semi-Block) will I use in writing my letter?
4. What is my purpose for writing a letter?
5. How does my background make me a great candidate to consider?
6. How could I ensure that I would be considered/admitted?
7. What contact information should I include?



### ***What is It***

**College Admission Letter** is also known as the "letter of intent". It is a brief discussion of your intention to be admitted in a specific course in college.

**Employment Application Letter** is widely known as a "cover letter". It is used to introduce yourself to a prospective employer. You write this to

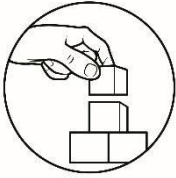


demonstrate your interest in the company, sell your services and qualifications in written form, and show that you are fit for a job position. It is usually submitted with a resume.

Using any of the three letter formats (*Block, Modified Block, and Semi-Block*) depends on your preference as an applicant, but the most common layout for business letter is the **block format** which means that all parts of the letter are aligned to the left. In a **modified block format**, the heading, date, complimentary close, and signature are placed slightly to the right of the center of the paper. The least used format is the **semi-block** which is similar with modified block except that the paragraphs of the body are indented.

Below are the parts of an application letter:

<b>Heading</b> -the sender's mailing address	125 J. Luna St. Rosa Villa Homes, Sala Cabuyao City, Laguna, 4025
<b>Date</b> -the date when the letter was written	June 6, 2020
<b>Inside Address</b> -receiver's name, job title, and address	The Principal Cabuyao Integrated National High School Cabuyao City, Laguna
<b>Salutation</b> -usually begins with "Dear" and uses colon (:) at the end	Dear Sir/Madam:
<b>Body</b> -consists of the opening, middle, and closing paragraphs	It is a great pleasure that I am writing with regards to the vacant senior high school teaching position in your reputable school. This is in response to DepEd Cabuyao's open ranking announcement which was posted on its Facebook page on June 5, 2020.  I completed my degree Bachelor in Secondary Education Major in English at Polytechnic University of the Philippines Sta. Rosa Campus. In addition, I also obtained a degree Master of Arts in English Language Teaching at Polytechnic University of the Philippines, Sta. Mesa, Manila. At present, I am teaching at Pamantasan ng Cabuyao as a senior high school teacher and a part-time college professor.
<b>Complimentary Close</b> -a polite way of ending your letter; ends with a comma (,)	Thank you for your time and patience to consider my application. If I can provide you with any additional information, please contact me at +639183456789 or email me at jamesronie.padilla@email.com. I look forward with eagerness to be a part of your institution and contribute with the best of my abilities.
<b>Signature</b> -the complete name and signature of the sender	Truly yours,  <i>James Ronie A. Padilla</i> JAMES RONIE A. PADILLA



## ***What's More***

Given the information below, write a letter in block format.

Mr. Jose S. Cartaña  
Human Resource Manager  
The Bread and Butter Restaurant  
197 Diego Silang St.,  
Antipolo City, Rizal

(Signature)  
BEA M. AGUILAR

Dear Mr. Cartaña:

Truly yours,

February 24, 2019

2490 Zone 3 Gil Estate  
Antipolo City, Rizal

I would like to express my interest to apply in the Managerial Position posted at Jobstreet.com last February 12, 2019. As mentioned in your advertisement, I consider my skills and expertise as fit for the said position in your renowned establishment.

Aside from being a graduate of Hotel and Restaurant Management at Colegio de San Miguel, I also have ten-year industry experience in managing a local fast-food chain. I am applying in your establishment because I believe that your company would benefit with the innovative approach that I could give.

My skills and experiences are included in the resume enclosed on this letter. Thank you for your time in processing my application. I look forward to hear from you soon. If you have questions, you can contact me at +639150987654.

Your application letter is only one page in length and free from errors. Remember that any mistake will create negative impression on you.



## ***What I Have Learned***

Answer the questions below on a whole sheet of paper.

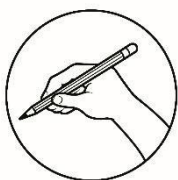
1. What are the parts of an application letter?
2. How do the various letter formats differ from each other?
3. When can we say that an application letter is properly written?



## ***What I Can Do***

- A. Identify the unique features and requirements in writing a college admission letter and an employment application letter by drawing a star☆ on your answer sheet.
1. An employment application letter is sent together with a resume.
  2. A college admission letter shows your intent to be accepted in a university.
  3. Use comma after salutation.
  4. The body should have an opening, middle, and closing paragraph.
  5. Mention all the job experience that you had even the irrelevant ones.
  6. Always have 2 spaces in between each paragraph of the body.
  7. Both letters should be limited to one page only.
  8. Use block format for college admission and job application letter.
  9. Sign directly above your printed name.
  10. Always include in your letter where the job advertisement was seen.
- B. Compose the following letters listed below. Write the letters on separate sheets of paper. The rubric below may be used in this output.
- a. college admission letter to a university or state college of your choice
  - b. employment letter expressing intent to apply for a managerial position

5 points	3 points	1 point
The letter states all appropriate information and uses appropriate format.	The letter states few appropriate information and uses appropriate format.	The letter states inappropriate information and uses inappropriate format.



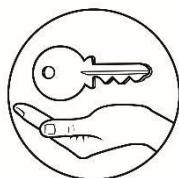
## ***Assessment***

Choose the letter of the best answer. Write the chosen letter on a separate sheet of paper.

1. Which of the following should you consider doing when writing a college admission letter?
  - A. Convey why you are interested in the course
  - B. Highlight your work experience if you have
  - C. Tell about your family's challenges in life

- D. Reveal your financial capability to enroll
2. This is a letter of introduction attached to a resume to introduce yourself and explain your qualifications to potential employers.
    - A. Reference Letter
    - B. Resume
    - C. Curriculum Vitae
    - D. Cover Letter
  3. What type of letter discusses the intention of the sender in attending a college program?
    - A. Request Letter
    - B. Cover Letter
    - C. College Admission Letter
    - D. Employment Application Letter
  4. What should be the proper arrangement of your letter after heading and date?
    - A. Body, Inside Address, Salutation, Complimentary Close, Signature
    - B. Salutation, Inside Address, Body, Signature, Complimentary Close
    - C. Inside Address, Salutation, Body, Complimentary Close, Signature
    - D. Salutation, Inside Address, Body, Complimentary Close, Signature
  5. The date of a letter is always placed \_\_\_\_\_.
    - A. under the heading
    - B. under the signature
    - C. under the salutation
    - D. under the inside address
  6. Which information should you NOT include in your cover letter?
    - A. Intent on the position you are applying for
    - B. Company's background and history
    - C. Your educational background
    - D. Your internship or work experience
  7. When you do not know the name of the person you are writing to, it is BEST to begin your salutation with \_\_\_\_\_.
    - A. Hi:
    - B. Dear Mr:
    - C. Dear Sir/Madam:
    - D. Ladies and Gentlemen:
  8. When do you need to send a cover letter?
    - A. Every time you send a resume for application
    - B. When the employer requests for it
    - C. After being hired by the employer
    - D. Before signing your contract
  9. How many page/s should you normally allot for your application letter?
    - A. One page
    - B. Two pages
    - C. Three pages
    - D. Four or more pages
  10. In writing an application letter, the most applicable complimentary close is \_\_\_\_\_.
    - A. Truly yours,
    - B. Cordially yours,
    - C. Lots of Love,
    - D. Best Regards,
  11. How should you write your middle paragraph?
    - A. Indicate your education and qualifications
    - B. State the position you are applying for
    - C. Tell your request for action
    - D. Express your gratitude to your reader
  12. Which feature or requirement in writing an application letter should NOT be considered?
    - A. Use any kind of paper as long as it is clean
    - B. Use the appropriate business letter format
    - C. Focus on matching your skills and qualifications to your desired company or university
    - D. Tell on your opening paragraph the purpose of your letter

13. You are writing an application letter to the Human Resources Manager of City Saver's Bank Laguna. It is located at Lim Subd. Poblacion Dos, Cabuyao City, Laguna. How would you write it on the inside address?
- A. City Saver's Bank  
Lim Subd. Poblacion Dos,  
Cabuyao, Laguna
- B. Human Resources Manager  
City Saver's Bank  
Lim Subd. Poblacion Dos,  
Cabuyao, Laguna
- C. Human Resources Manager  
Lim Subd. Poblacion Dos,  
Cabuyao, Laguna
- D. Lim Subd Poblacion Dos,  
Cabuyao, Laguna  
City Saver's Bank  
Human Resources Manager
14. Which of the following should be seen in your closing paragraph?
- A. I am writing to express my intent to apply.  
B. I believe I am well-suited for the program.  
C. I look forward with eagerness to be part of your institution.  
D. I saw a vacant position in your advertisement posted on Facebook.
15. Which should NOT be seen in your opening paragraph?
- A. Your advertisement in Jobstreet posted on May 1, 2020 says that you are in need of a computer programmer.  
B. I would like to apply for the vacant position in your company.  
C. This is in response to your posted announcement on Facebook on June 7, 2020.  
D. At present, I am working as a computer programmer at KYZ Network.



## Answer Key

<p><b>Assessment</b></p> <p>1. A 2. D 3. C 4. C 5. A 6. B 7. C 8. A 9. A 10. A 11. A 12. A 13. B 14. C 15. D</p>	<p><b>What's More</b></p> <p><b>Activity 1.1</b> Refer to the parts of a professional letter <b>What I Can Do</b></p> <p>☆ -1, 2, 4, 7, 8, 9, 10</p>	<p><b>What I Know</b></p> <p>1. C 2. A 3. D 4. C 5. B 6. A 7. C 8. A 9. A 10. A 11. D 12. A 13. C 14. A 15. B</p>
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6. What do you call the written form used to exchange internal and external communication to support all business processes?
  - A. Office Correspondence
  - B. Memorandum
  - C. E-mail
  - D. Inquiry Letter
7. The communication or agreement between departments or branches of the same company is known as\_.
  - A. Application Letter
  - B. Resume
  - C. Admission Letter
  - D. Memorandum
8. When do we use the “Cc” field in an e-mail?
  - A. When we are sending a direct message to someone
  - B. When we want to send a copy of the email to people who are not meant to be the direct recipients of the message
  - C. When we want the recipients to be ‘blind’ to other recipients’ email address
  - D. The “Cc” field is usually out of usage
9. Which of the following is NOT a common type of business letters?
  - A. Resignation letter
  - B. Letter of inquiry
  - C. Congratulatory letter
  - D. Application letter
10. Which of the following is NOT a necessary part of a business letter?
  - A. Name and Signature of the Sender
  - B. Formal Salutation
  - C. Date the letter is sent
  - D. Warm and polite closing
11. It is a type of special notation included with the memo.
  - A. Enclosure
  - B. Attachment
  - C. Heading
  - D. Body
12. It is a type of special notation when a supporting document attached with the memo.
  - A. Enclosure
  - B. Attachment
  - C. Heading
  - D. Body
13. In e-mails, the recipient is written in the \_\_\_\_\_ part of the header.
  - A. DATE
  - B. BCC
  - C. TO
  - D. FROM
14. In e-mails, the sender is written in the \_\_\_\_\_ part of the header.
  - A. DATE
  - B. BCC
  - C. TO
  - D. FROM
15. There is no required format in writing e-mail correspondence, but it is expected that the writer maintains a \_\_\_\_\_ tone
  - A. Academic
  - B. Journalistic
  - C. Formal
  - D. Technical

## Lesson 3

# Various Forms of Office Correspondence

In this lesson, you are expected to familiarize yourself with various forms of office correspondence, and exchange ideas and information by creating one.



### ***What's In***

You have previously learned about the two types of applications letters: On one hand, College Admission Letter is a one-page letter required for college and university admission. On the other hand, Employment Application Letter is a one-page letter attached to the resume when applying for jobs.

Meanwhile, in this lesson, we will focus on the process of writing various forms of office correspondence.



### ***What's New***

Read the following questions and write your answer on a separate sheet of paper:

1. Why do people write letters? What are some specific events or purposes when letter writing is important or expected?
2. When would sending a letter be more appropriate or convenient than using another means of communication?
3. With the growing popularity of e-mail, will letter writing remain a vital part of business and personal communications?

Source: (ReadWriteThink 2020)





## What is It

**Office Correspondence**, or **business correspondence**, is a written interchange of internal (communication between company departments) and external communication (communication between a company to another firm) to assist the flow of business processes.

**Business letter** is the traditional way of communicating information from one company to another or used in external correspondence. The format can either be full block, modified block, and semi-block. Various types of letters are sales letter, order letter

complaint letter, inquiry letter, adjustment letter, acknowledgement letter, follow-up letter, cover letter, letter of recommendation, and letter of resignation. Here is an example where you can identify the different parts of a letter.

<b>Heading</b>	Street Address City, Province Zip Code
<b>Date</b>	Date
<b>Inside Address</b>	The Registrar College of Education Polytechnic University of the Philippines Sta. Mesa, Manila
<b>Salutation</b>	Dear Sir/Madam:
<b>Body</b>	I was a graduate of Bachelor of Secondary Education Major in English at the Polytechnic University of the Philippines –Sta. Rosa Campus last year. I would like to enroll in the master’s degree program in the PUP Graduate Studies next year. May I be informed of the following: <ol style="list-style-type: none"> <li>1. What are the requirements for admission in the Graduate Program (Master of Arts in English Language Teaching)?</li> <li>2. When will be the entrance examination?</li> <li>3. How much is the tuition per unit?</li> <li>4. When is the deadline for the requirements?</li> </ol>
<b>Complimentary Close</b>	It would be a pleasure for me to be able to continue my studies at the university as it is reputed to be one of the best. Should I need to be reached, you can contact me at 0999-876-5432.
<b>Signature &amp; Sender’s Identification</b>	Sincerely,  (Your signature) Your typed name

Additionally, **Business memorandum** or memo is a written communication strictly between the company's offices to another or used in internal correspondence. A memo has its title line and series number. Employees tend to read the memorandum if the title line is related to their job description. Memos are also used to implement internal guidelines or procedures that the employees must follow.

<b>Heading</b>	TO: Ina Castillo, EPS-in-Charge of Journalism FROM: Kimberlyn Villaranda, Schools Division Superintendent DATE: November 5, 2019 SUBJECT: Notice of Meeting
<b>Body</b>	In line with Schools Division Office Participation to 2020 Regional Schools Press Conference, there shall be a meeting of all participants on the 7 <sup>th</sup> of November 2019, 2PM at Rizal Hall, San Pablo City Central School.  Matters concerning the contest, transportation and accommodation shall be discussed. Attendance is highly expected.  Immediate dissemination of this memorandum is desired.
<b>Special Notation</b>	Attachments: Regional Memorandum: Regional Schools Press Conference 2020 (RSPC 2020)

Lastly, **Business e-mail** is an office correspondence that can either be internal or external. There is no required format in writing e-mail correspondence, but it is expected that the writer maintains a professional tone. Note that the header of the letter is written on the blank fields including the 'from' and 'to' fields. 'From' contains e-mail from the sender while the field 'to' contains the email of the recipient.

	<b>SAMPLE E-mail</b>
<b>Header</b>	<b>From:</b> John Dela Cruz <principaljohn@email.com> <b>To:</b> teacher1@yahoo.com <b>Cc:</b> departmenthead1@yahoo.com; departmenthead2@yahoo.com; departmenthead3@gmail.com <b>Bcc:</b> <b>Subject:</b> Production of Awards
<b>Salutation</b>	Certificate Dear Teachers,
<b>Body</b>	<p>Thank you for agreeing to produce our Outstanding Students certificates. The information you need to prepare for the certificates is attached. The first document lists the names and awards of each recipient. The second document provides the text for the wording of the description of the award.</p> <p>As we discussed, you will send me a sample of the finished product so the department heads can approve the paper quality and design. I appreciate your taking on the job with such a short notice and promise to get back to you with approval within the day.</p>
<b>Complimentary Close</b>	Yours truly,
<b>Signature</b>	John Dela Cruz Principal Parkway Integrated High School <a href="mailto:principaljohn@email.com">principaljohn@email.com</a>

Here are some reminders in completing the parts of a memorandum:

*Heading* – This segment follows this general format:

TO: (Identify the recipient/s)

FROM: (Your name)

DATE: (Complete and current date)

SUBJECT: (What the memo is about)

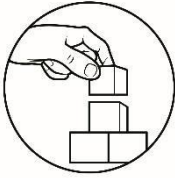
*Body* – Basically, the body of the memo has two parts: the purpose statement and the explanation. It is usually presented in single-spaced paragraphs with a line skipped between each paragraph.

*Special Notations* – Notations at the bottom of the memo are used to indicate specific things to the reader.

- If you have an attachment on enclosure notation, type “Enclosure” or “Attachment”.

An *Enclosure* is something included with the memo while an *Attachment* is a supporting document attached by a paper clip, staple, etc.

- If copies are being sent to others, add notation *cc (carbon copies or courtesy copies)* line and list of names at the bottom of the memo.



## ***What's More***

A. Identify the parts of a letter and write them down on a separate sheet of paper.

1. Dear Ms. Devenadera:
2. Very truly yours,
3. June 8, 2020
4. Thank you for sending us your quote for the printing of the book, Introduction to Research.
5. Sheila Cruz
6. MS. ANGELYN  
DEVENADERA ARBW  
Publishing Inc.  
619 Quezon City, Metro Manila

B. Arrange the following parts by numbering them (1-4). After which, put it in the final memorandum format. Do this on a separate sheet.

\_\_\_\_\_ FROM: Jerry Borlaza  
\_\_\_\_\_ The next Executive Meeting will be held on March 30. I would like you to present your report from the systems committee evaluation at the meeting. Department heads are also invited to attend. Please bring a minimum of 20 copies of your report.  
\_\_\_\_\_ Subject: Executive Meeting Schedule  
\_\_\_\_\_ TO: Sebastian Hizon  
\_\_\_\_\_ DATE: March 15, 2016

C. Name these parts of a business e-mail

\_\_\_\_\_ Thanks for registering the online seminar. To start watching, you can click here to access your schedule. You can also share this to your channels. Thank you very much.  
\_\_\_\_\_ Felix Lee  
Webinar Consultant, Webinar Asia  
<[felix0330@events.webinarasia.com](mailto:felix0330@events.webinarasia.com)>  
\_\_\_\_\_ From: Felix Lee  
<[felix0330@events.webinarasia.com](mailto:felix0330@events.webinarasia.com)> To [maria777@gmail.com](mailto:maria777@gmail.com)  
Subject: Confirmation: Online Seminar  
\_\_\_\_\_ Dear Maria,  
\_\_\_\_\_ Regards,



## ***What I Have Learned***

Complete the following statements:

1. \_\_\_\_\_ is also known as the 'business correspondence.'
2. \_\_\_\_\_ is the traditional way of communicating information from one company to another or used in external correspondence
3. The format for business letters can either be \_\_\_\_\_, modified block and semi- block.
4. \_\_\_\_\_ is a written communication strictly between the company's offices to another or used in internal correspondence.
5. \_\_\_\_\_ is an office correspondence that can either be internal or external.



## ***What I Can Do***

A. Arrange the following parts of a letter by numbering them (1-7). After which, put it in the final form using semi-block format. Use a separate sheet for writing.

- |   |  |
|---|--|
| ( ) I want to thank you for the positive things you have done. I look forward to spending my remaining high school years here at Cabuyao HIS. | ( ) March 30, 2018                         |
| ( ) 123 Bella Subdivision<br>Sala, Cabuyao, Laguna 4025   | ( ) Sincerely,                             |
| ( ) Dear Ms. Herrero:   | ( ) Maribeth G. Herrero                    |
| ( ) Kathryn Lustre  | Cabuyao Integrated National<br>High School |
|   | Limcaoco Subdivision                       |
|   | Poblacion Tres, Cabuyao City,<br>Laguna    |

- B. Write a memo informing your class that an upcoming holiday will be observed. Make sure to follow the proper format for memo writing. The rubric below may be used in this output.

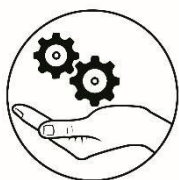
<b>5 points</b>	<b>3 points</b>	<b>1 point</b>
The memo states all appropriate information and uses appropriate memo format.	The memo states few appropriate information and uses appropriate memo format.	The memo states inappropriate information and uses inappropriate memo format.

- C. Choose your partner and exchange emails with each other using the situations given below.

Introduce yourself to someone who has no idea who you are and request something.

- Ask for feedback on a new rule.
- Ask for special permission to do something that usually isn't allowed.
- Politely decline all your partner's invitations.
- Try to fix a time to meet (for business or social purposes) as soon as possible, using your real schedule to say when you aren't available.

<b>5 points</b>	<b>3 points</b>	<b>1 point</b>
The e-mail states all appropriate information and uses appropriate format.	The e-mail states few appropriate information and uses appropriate format.	The e-mail states inappropriate information and uses inappropriate format.



## ***Additional Activities***

1. Write a business letter on a separate sheet focusing on acknowledging an organization for helping your group project. The rubric below may be used in this output.

<b>5 points</b>	<b>3 points</b>	<b>1 point</b>
The letter states all appropriate information and uses appropriate format.	The letter states few appropriate information and uses appropriate format.	The letter states inappropriate information and uses inappropriate format.

2. Suppose you are the school principal, and you need to inform your teachers about the upcoming seminar-workshop about education research. Write a memo about it. Note to attach the seminar-workshop

brochure. The rubric in the previous activity may still be used for this writing task.

3. Get back in touch with someone you haven't contacted for a long time, e.g., a former teacher or friend from primary school. Send him/her an e-mail using its appropriate format. The rubric in the previous activity may still be used for this writing task.



## **Assessment**

Choose the letter of the best answer. Write the chosen letter on a separate sheet of paper.

1. What are the 4 words used in the memorandum heading?  
A. TO, FROM, CC, SUBJECT  
B. TO, CC, SUBJECT, TIME  
C. TO, FROM, BCC, DATE  
D. TO, FROM, DATE, SUBJECT
2. Use Bcc field for emails when \_\_\_\_\_.  
A. You want other people to receive the message, but you don't want other recipients to know they got it.  
B. You want people to know about the message but are not directly involved.  
C. You are sending a message to more than one person.  
D. You require your receiver to take an action
3. Office Correspondence is also known as \_\_\_\_\_.  
A. Letter Writing  
B. Business Correspondence  
C. Business Communication  
D. Writing in the Discipline
4. This letter format is when all elements are aligned at the left margin EXCEPT the date, complimentary close, and signature line and there is no indention on each paragraph.  
A. Full Block  
B. Modified Block  
C. Semi-Block  
D. Simplified Block
5. The heading, date, inside address, salutation, and complimentary close are all parts of \_\_\_\_\_.  
A. Email Correspondence  
B. Memorandum  
C. Letter  
D. All of the above
6. When do we use the "Cc" field in an e-mail?  
A. When we are sending a direct message to someone  
B. When we want to send a copy of the email to people who are not meant to be the direct recipients of the message  
C. When we want the recipients to be 'blind' to other recipients' email address  
D. The "Cc" field is usually out of usage

7. Which of the following is NOT a common type of business letters?
 

A. Resignation Letter	C. Congratulatory letter
B. Letter of inquiry	D. Application letter
8. What do you call the written form used to exchange internal and external communication to support all business processes?
 

A. Office Correspondence	C. E-mail
B. Memorandum	D. Inquiry Letter
9. The communication or agreement between departments or branches of the same company is known as\_.
 

A. Application Letter	C. Admission Letter
B. Resume	D. Memorandum
10. Which of the following is NOT a necessary part of a business letter?
 

A. Name and Signature of the Sender	C. Date the letter is sent
B. Formal Salutation	D. Warm and polite closing
11. In e-mails, the recipient is written in the \_\_\_\_\_ part of the header.
 

A. DATE	C. TO
B. BCC	D. FROM
12. In e-mails, the sender is written in the \_\_\_\_\_ part of the header.
 

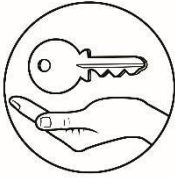
A. DATE	C. TO
B. BCC	D. FROM
13. There is no required format in writing e-mail correspondence, but it is expected that the writer maintains a \_\_\_\_\_ tone.
 

A. Academic	C. Technical
B. Journalistic	D. Professional
14. It is a type of special notation included with the memo.
 

A. Enclosure	C. Heading
B. Attachment	D. Body
15. It is a type of special notation when a supporting document attached with the memo.
 

A. Enclosure	C. Heading
B. Attachment	D. Body





## Answer Key

<b>What I Know</b>	
1. B	
2. B	
3. C	
4. D	
5. A	
6. A	
7. D	
8. B	
9. C	
10. C	
11. A	
12. B	
13. C	
14. D	
15. C	

<b>What's More:</b>	
<b>Activity A</b>	
A. Salutation	
B. Complimentary	
close	
C. Date	
D. Body	
E. Signature	
F. Inside Address	

<b>What's More:</b>	
<b>Activity B</b>	
1. 2	
2. 5	
3. 4	
4. 1	
5. 3	

<b>What's More:</b>	
<b>Activity C</b>	
1. Body	
2. Signature	
3. Header	
4. Salutation	
5. Complimentary	
close	

<b>What Can I Do:</b>	
<b>Activity A</b>	
5	
1	
4	
7	
2	
6	
3	

<b>Assessment</b>	
1. D	
2. A	
3. B	
4. B	
5. C	
6. B	
7. C	
8. A	
9. D	
10. D	
11. C	
12. D	
13. D	
14. A	
15. B	

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