Business Letter

Copyright © 2018 Surely work.co

Hiro :   Could you give me a wake up call in the morning?
Clerk: Yes, sir. What time?
Hiro :   Seven o`clock. please
Clerk: Alright, Seven o` clock. Goodnight , Sir.
           Oh, one more thing.
Clerk: What`s that , Sir.
Hiro :   I want to make an international call.
           I want to call Japan
Clerk: One moment , sir. I`ll connect you to the operator.

Business Letter Vocabulary

attachment	extra document or image that is added to an email
block format	most common business letter format, single spaced, all paragraphs begin at the left margin
body	the content of the letter; between the salutation and signature
bullets	small dark dots used to set off items in an unnumbered list
certified mail	important letters that sender pays extra postage for in order to receive a notice of receipt
coherent	logical; easy to understand
concise	gets to the point quickly
confidential, personal	private
diplomacy, diplomatic	demonstrating consideration and kindness
direct mail, junk mail	marketing letters addressed to a large audience
double space	format where one blank line is left between lines of text
enclosure	extra document or image included with a letter

modified block format	left justified as block format, but date and closing are centered
on arrival notation	notice to recipient that appears on an envelope (e.g. "confidential")
postage	the cost of sending a letter through the Post Office
proofread	read through a finished document to check for mistakes
punctuation	marks used within or after sentences and phrases (e.g. periods,commas)
reader-friendly	easy to read
recipient	the person who receives the letter
right ragged	format in which text on the right side of the document ends at slightly different points (not justified)
salutation	greeting in a letter (e.g. "Dear Mr Jones")
sensitive information	content in a letter that may cause the receiver to feel upset
semi-block format	paragraphs are indented, not left-justified

sincerely	term used before a name when formally closing a letter
single spaced	format where no blanks lines are left in-between lines of text
spacing	blank area between words or lines of text
tone	the feeling of the language (e.g. serious, enthusiastic)
transitions	words or phrases used to make a letter flow naturally (e.g. "furthermore", "on the other hand")

Business Letter Vocabulary Quiz

Before you seal and send your letter, make sure to _____ it.
a. punctuation
1   b. proofread
c. sensitive
d. transition

As soon as your certified letter reaches the _____ you will be notified.
a. recipient

4   b. letterhead
c. bullets
d. formal

The envelope indicated that there was _____, but in fact there was only a letter inside.
a. an enclosure
5
b. a sender
c. a salutation
d. an indent

The _____ of the first paragraph was optimistic, so I wasn't expecting the bad news in the middle.
a. tone
6 b. active voice
c. direct mail
d. punctuation

I decided not to interview her, because her cover letter contained very poor
_____.

7
   a. on arrival notation
   b. block format
   c. single spacing
   d. grammar

The _____ about the meeting was posted on the bulletin board for everyone
to read.

8
   a. memo
   b. heading
   c. sender
   d. junk mail

Our address and phone number are shown on our _____.
   a. letterhead

9
   b. snail mail
   c. postage

4.   C   9. A
5.   A   10. A