

Business Letter / Business Mail



The Start of Basic Business Letter

The Salutation

Dear Personnel Director:

Dear Sir or Madam: (use if you don't know who you are writing to)

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Your teacher can send you the complete material.

Please ask them to send the complete version of this material before the lesson.

of 23rd March,

Your phone call today...

Thank you for your letter of March 5th ...

The Reason for Writing

I am writing to inquire about...

I sincerely apologize for...

I confirm your request for...

I hereby acknowledge...

Be advised that...

Requesting

Could you possibly...

I would be grateful if you could...

It would be highly appreciated if...

Would you be so kind as to...

Agreeing to Requests

I would be delighted to...

I certainly can...

I'll be happy to...

I'll be able to...

Giving Bad News

Unfortunately...

I am afraid that...

I regret to inform you that...

Enclosing Documents

I am enclosing...

Please find enclosed...

Enclosed you will find...

Attached to this email...

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I look forward to ...

hearing from you soon.

meeting you next Tuesday.

seeing you next Thursday.

The Complimentary close

Respectfully yours (very formal)

Sincerely (typical, less formal)

Yours truly (polite, neutral)

Cordially yours (friendly, informal)

Best wishes,

Best/Kind/Warm regards, (If the person is a close business contact or friend)

Sample Letter

Here is a sample of a Full-Block Style Business letter (the most formal and commonly used style):

Ken's Cheese House
34 Chatley Avenue
Seattle, WA 98765
Tel: (632) 987-6543
Fax: (632) 987-4321
Email: kenny@cheese.com

October 23, 2006

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In reference to our telephone conversation earlier, I confirm your order for 120 boxes of Cheddar Deluxe with Ref. No. 856.

The order will be shipped within three days via UPS and should arrive at your store in about 10 business days.

If you have further inquiries regarding your order's shipment or on any of our fine products, Please do not hesitate to contact us.

Thank you for your continuous patronage.

Best regards,
[Signature]

Kenneth Roa
Director - Ken's Cheese House

(1) Activity 1

Discussion/ What are the parts of a business letter?

(2) Activity 2

Write your own business letter.
Your coach will provide you with the scenario.

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example: from Ken Beare typed by Ron Easton = KB/re

Example Letters

May 23, 1999

Ms. Melanie Brown,
Director
Used Books Online
Seattle, WA 98795
Dear Ms. Brown:

Would you please send me the used books listed below via COD. According to your Web site, orders need to include the title, author, and publisher.

Title: "Driving Home"
Author: Mikael Sommers
Publisher: Jackson and Co.

Title: "Landscaping for Fun"
Author: Carol Rose
Publisher: Nature Ltd.

Title: "Christmas Myth"
Author: ...

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Inquiries - Asking for Information

Important Language to Remember

- **The Salutation:** Dear Sir or Madam

To Whom It May Concern - (very formal as you do not know the person to whom you are writing)

- **Giving Reference:** In reference to your advertisement (ad)

in...

Regarding your advertisement (ad) in ...

• **Requesting a Catalogue, Brochure, Etc.:**

After the reference, add a comma and continue - ... , would (Could) you please send me ...

• **Requesting Further Information:** I would also like to

know ...

Could you tell me whether ...

• **Complimentary close:** Respectfully yours, - (very formal as you do not know the person to whom you are writing)

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September 12, 2000

Gibson Brothers

3487 23rd Street

New York, NY 12009

To Whom It May Concern:

In reference to your advertisement in yesterday's New York Times, could you please send me a copy of your latest catalogue. I would also like to know if it is possible to make purchases online.

Respectfully yours,
(Signature)

Geneva Anderson
Administrative Director
English Learners & Company

(3) Activity 1

Write a letter of request asking for the specification and quotation of a new model PC.

(4) Activity 2

Make a letter to request a new PC.

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