

Unit 5: Business Correspondence

1. Importance of Business Letters

Business letters are **formal written communications** used in professional settings. They serve several purposes, such as:

- ✓ **Professional Communication** – Used for official discussions.
 - ✓ **Record Keeping** – Provides a written record of agreements.
 - ✓ **Clarity & Formality** – Ensures messages are professional.
 - ✓ **Legal Evidence** – Can be used for legal references.
 - ✓ **Building Relationships** – Strengthens business connections.
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2. Parts of a Business Letter

A business letter typically has **the following parts**:

Part	Description
Sender's Address	The address of the person or company writing the letter.
Date	The date on which the letter is written.
Receiver's Address	The address of the recipient (person or company).
Subject Line	A brief statement about the purpose of the letter.
Salutation	A formal greeting (e.g., Dear Sir/Madam).
Body	The main content of the letter, divided into paragraphs.
Closing	A polite way to end the letter (e.g., Yours sincerely).
Signature	The writer's name, designation, and company details.

3. Layout of a Business Letter

There are three common **formats** for business letters:

1. **Block Format** – Everything is aligned to the left.
2. **Modified Block Format** – The date and closing are slightly to the right.
3. **Semi-Block Format** – Like modified block, but with indented paragraphs.

◆ Example Layout of a Business Letter:

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CopyEdit
[Sender's Address]
[City, Zip Code]
[Date]

[Receiver's Name]

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[Company Name]
 [Receiver's Address]

Subject: [Brief Topic of the Letter]

Dear [Receiver's Name],

[Introduction: State the purpose of the letter.]

[Main Body: Explain details about the issue or request.]

[Conclusion: Summarize and request action.]

Yours sincerely,
 [Your Name]
 [Your Designation]
 [Your Contact Information]

4. Writing a Resume

A **resume** is a document that summarizes a person's **qualifications, skills, and experience** for a job.

4.1 Contents of a Good Resume

- ✓ **Personal Information** – Name, contact details, and email.
- ✓ **Career Objective** – A short statement about career goals.
- ✓ **Education** – List of degrees, courses, and institutions.
- ✓ **Work Experience** – Previous jobs, internships, or projects.
- ✓ **Skills** – Technical and soft skills relevant to the job.
- ✓ **Certifications** – Any extra qualifications.
- ✓ **Achievements** – Awards, honors, and key accomplishments.
- ✓ **References** – Names of people who can vouch for you.

4.2 Guidelines for Writing a Resume

- ✓ **Keep it concise** – 1 or 2 pages only.
- ✓ **Use bullet points** – Avoid long paragraphs.
- ✓ **Use professional language** – No casual words.
- ✓ **Highlight achievements** – Show measurable results.
- ✓ **Check for errors** – No spelling or grammar mistakes.

◆ Example Resume Format:

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CopyEdit
[Your Name]
[Your Address]
[Your Email] | [Your Phone Number]

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Objective: [A short statement about your career goals]

Education:

- [Degree], [University], [Year]

Work Experience:

- [Job Title], [Company], [Year]
- [Achievement or responsibility]
- [Achievement or responsibility]

Skills:

- [Skill 1], [Skill 2], [Skill 3]

Certifications:

- [Certification Name]

References: Available upon request.

5. Business Communication Documents

5.1 Writing a Quotation Letter

A **quotation letter** provides prices for goods or services requested by a buyer.

◆ **Format of a Quotation Letter:**

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 CopyEdit
 [Sender's Address]
 [Date]
 [Receiver's Name & Address]

Subject: Quotation for [Product/Service]

Dear [Receiver's Name],

We are pleased to provide a quotation for the requested items:

Item	Quantity	Price per unit	Total Price
Product 1	10	₹500	₹5000
Product 2	5	₹1000	₹5000

We look forward to your order.

Yours sincerely,
 [Your Name]
 [Your Company]

5.2 Writing an Order Letter

An **order letter** is sent by a buyer to a seller to place an order for goods or services.

◆ **Format of an Order Letter:**

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 CopyEdit
 [Buyer's Address]
 [Date]
 [Seller's Name & Address]
 Subject: Order for [Product Name]

Dear [Seller's Name],

Please supply the following items as per the agreed quotation:

Item	Quantity	Price per unit	Total Price
Product 1	10	₹500	₹5000
Product 2	5	₹1000	₹5000

We expect timely delivery and proper packaging.

Yours sincerely,
 [Your Name]
 [Your Company]

5.3 Writing a Complaint Letter

A **complaint letter** is sent when a customer is unhappy with a product or service.

◆ **Format of a Complaint Letter:**

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 CopyEdit
 [Your Address]
 [Date]
 [Company's Address]
 Subject: Complaint Regarding [Issue]

Dear [Company Name],

I am writing to complain about [Issue, e.g., defective product]. I purchased it on [Date] from [Location]. Unfortunately, [describe the problem].

I request a [refund/replacement/solution] at the earliest.

Yours sincerely,
 [Your Name]

5.4 Writing a Business Email

A **business email** is a formal message sent for work-related communication.

◆ **Example of a Business Email:**

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CopyEdit
 Subject: Inquiry about [Product/Service]

Dear [Recipient's Name],

I hope you are doing well. I would like to inquire about [Product/Service]. Could you please provide more details?

Looking forward to your response.

Best regards,
 [Your Name]
 [Your Contact Information]

5.5 Writing a Tender Letter

A **tender letter** is a formal offer to provide goods or services at a specified price.

◆ **Format of a Tender Letter:**

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 CopyEdit
 [Company's Address]
 [Date]
 [Tender Issuer's Address]

Subject: Submission of Tender for [Project Name]

Dear [Issuer's Name],

We are pleased to submit our tender for [Project Name]. Please find enclosed the proposal documents.

We assure you of high-quality service at competitive rates.

Yours sincerely,
 [Your Name]
 [Your Company]

6. Outcomes of this Module

By the end of this module, you will be able to:

- ✓ **Understand the importance of business letters** and their parts.
- ✓ **Write a professional resume** following best practices.
- ✓ **Draft different types of business correspondence**, including quotations, orders, complaints, and tenders.
- ✓ **Improve professional communication skills** for the workplace.