

# 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.

## 2. Parts of a Business Letter

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

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

[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]

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## 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]
```

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.

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## 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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[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]

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### 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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 [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]

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## 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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 [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]

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## 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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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]

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## 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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[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]

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## 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.