**Elements of a Business Letter / Parts of a Business Letter**

* Heading, Date, Reference No.
* Inside Address, Subject, Attention Line
* Salutation
* Body of the Letter
* Complimentary Close
* Signature
* Reference Initials
* Enclosure

**Optional Elements**

* Attention Line
* Reference initials
* Enclosure

**Format/ Style of writing a business letter**

* Full Block Format
* Semi Block
* Modified Block
* Hanging Indentation

**Sample Questions**

1. Write a cover letter which you will send along with your CV to apply for the post of Junior Engineer in Essar Steel Co. Ltd.
2. Draft a letter complaining about the damaged furniture delivered to your office by Godrej Interio Co. Ltd.
3. Place an order for certain goods which you reserve the right to reject if delivered after more than 5 days of the date of order. Also state that they are to be sent by parcel post.
4. Vodafone India is interested in buying 60 Printers to be placed in different parts of the office. As an employee of the same write a letter of enquiry to be sent to various firms inviting quotations for the printers.
5. You have received an order from HDFC Bank Ltd., Surat for 10 15” LCD Monitors, write a letter of reply giving the time and mode of delivery. Also mention the mode of payment you prefer.
6. You have received a complaint that 4 room-heaters out of 12 supplied by your company were delivered in damaged condition. As the Manager of your company write a reply offering replacement.
7. A Customer has complained about the working of the computer you had supplied to him. Write a reply saying that you will arrange for the necessary inspection and repairs if the customer is not satisfied then you will replace it.
8. With reference to an advertisement in “The Industrial Times” Write a letter to Calcutta Aluminium Co. ltd. enquiring the prices, terms of sale etc.