

# Sample Business Letters (cont'd)

## Covering Letter for Resume or CV

It is usual to send a **covering letter** (BrE) or **cover letter** (AmE) with your resume/CV when applying for a job.

26 rue Washington  
75008 PARIS  
France  
tel: +33 1 77 77 77 77  
email: rachelking@eflnet.fr

Date

The Principal  
Interplay Languages  
77 bd Saint Germain  
75006 PARIS

Dear Madam

Director of Studies

I am interested in working as Director of Studies for your organization. I am an EFL language instructor with nearly 10 years' experience to offer you. I enclose my resume as a first step in exploring the possibilities of employment with Interplay Languages.

My most recent experience was implementing English through Drama workshops for use with corporate clients. I was responsible for the overall pedagogical content, including the student course book. In addition, I developed the first draft of the teacher's handbook.

As Director of Studies with your organization, I would bring a focus on quality and effectiveness to your syllabus design. Furthermore, I work well with others, and I am experienced in course planning.

I would appreciate your keeping this enquiry confidential. I will call you in a few days to arrange an interview at a time convenient to you. Thank you for your consideration.

Yours faithfully

*Rachel King*

Rachel King

Principal = *proviseur*

EFL = *English as a Foreign Language, same as English as a Second Language*

Drama workshops = *des ateliers de théâtre*

# Letter of Reference

Companies and other organizations often ask for a **letter of reference**. This is a character reference written by someone such as an ex-employer who knows the subject personally.

A.N.Y. Company Ltd  
69 Any Street, Anyville, Anystate  
Tel: 0123456789

Date

To Whom It May Concern:

Reference for Mr. James Blond

James Blond joined the A.N.Y. Company in July 2003. Since then he has proved to be a most reliable and effective member of the sales team.

James is professional and efficient in his approach to work and very well-liked by his colleagues and executive clients. He is well-presented and able to work both independently and as part of a team.

His contribution to all areas of company activity in which he has been involved have been much appreciated.

I believe that James will make a valuable addition to any organization that he may join. We deeply regret his decision to move on and I recommend him without hesitation.

I would gladly answer any request for further information.

Sincerely,

*Penny Farthing*

Penny Farthing  
Managing Director

penny.farthing@a-n-y.com

# Letter of Resignation

Though it is not necessary to give a reason, it is standard business procedure to send written notice informing your employer that you are planning to quit your job.

22 Tufton Street  
London, SW1P 3TL  
Tel: 020 7593 1760

November 1st, 2007

Josie Waters  
Fielders Pharmacy  
14 Broadway  
London, SE1 7DG

Dear Mrs. Waters,

I am writing to provide formal notice of my resignation from Fielders Pharmacy. My last day will be November 14th, 2006.

I trust that two weeks is sufficient notice for you to find a replacement for my position. I would be pleased to help train the individual you choose to take my place.

Thank you for employing me for the past three years. My experience as clerk, supervisor, and floor manager has been very positive and I'm confident that I will use many of the skills I have learned at Fielders in the future.

If you have any concerns, please contact me at my personal email address.

All the best,

*Annie Wright*

Annie Wright

awright@homemail.com

# Lay-off Notice

Companies and other organizations are usually required by law to present a written notice to employees informing them of a lay-off (*=licenciement*). This letter usually cites reasons for the lay-off, and acts as a formal apology. Employee rights may be included.

Pino's Pizzeria  
Viale Silvani  
10, 2345 Bologna, Italy  
Tel:051 520799

November 30th, 2014

Joanne Montague  
Via Belmeloro 18  
40123 Bologna

Dear Ms. Montague,

As you are probably aware, the recent smoking ban has had a profound impact on our business. Our sales have dropped 40 percent in the last six months. Though we do not expect this to be a long-term concern for our business, we don't expect sales to return to normal until the summer when our patio opens for the tourist season.

Due to the loss in business we regret to inform you that we are laying-off all of our hosts and hostesses for the winter and spring. With business being so slow our servers can handle the task of greeting and seating customers on their own.

You are entitled to two week's severance pay, which will be paid in full on your next paycheck. Please come in for any scheduled shifts next week.

Thank you for your hard work and dedication at Pino's Pizzeria. Please apply again for our next summer season.

Sincerely,

*Franco Bellini*

Franco Bellini  
Owner

pinopizza@italia.com

# Letter of Invitation

It is often necessary in business to send an invitation to a person or group requesting their attendance at a special event.

PJ Party  
22 Yew Street, Cambridge, Ontario  
Tel: 416-223-8900

April 7th, 20--

Dear Valued Customer:

Our records show that you have been a customer of PJ Party Inc. since our grand opening last year. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday.

Saturday's sales event is by invitation only. All of our stock, including pajamas and bedding will be marked down from 50-80% off\*. Doors open at 9:00 AM sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.

In addition, please accept the enclosed \$10 gift certificate to use with your purchase of \$75 or more.

We look forward to seeing you at PJ's on Saturday. Please bring this invitation with you and present it at the door.

Sincerely,

*Linda Lane*

Linda Lane  
Store Manager

pjpartyinc@shoponline.com

\*All sales are final. No exchanges.

Enclosure: Gift Certificate #345 (not redeemable for cash)

# Letter of Request for Payment

Sometimes it is necessary to remind customers that they owe you money!

Sampson's Stationary  
30 Silverstone Ave  
Kamloops, BC  
V2A 8B1  
Tel: 250-429-0002

February 21st, 2013

Mr. Ken Davis  
Hanson's Montessori School  
15 Main St.  
Kamloops, BC  
V2A 7B5

Our ref: #223

Dear Mr. Davis:

Outstanding Invoice

Our records show that you have an outstanding balance dating back to January, 2012. Your January invoice was for \$445.00 and we have yet to receive this payment. Please find a copy of the invoice enclosed.

If this amount has already been paid, please disregard this notice. Otherwise, please forward us the amount owed in full by March 1st, 2013. As our contract indicates, we begin charging 5% interest for any outstanding balances after 30 days.

Thank you in advance for your cooperation. We hope to continue doing business with you in the future.

Sincerely,

*Maria McPhee*

Maria McPhee  
Accountant

Enclosure: Invoice #223

## **Some useful vocabulary:**

Records, outstanding balance, invoice, enclosed, disregard, indicates, cooperation

# Internal Memo or Memorandum

Memos are sometimes used internally to inform an entire company or department of something. This is an example of a memo referring to a staff Christmas party.

## Internal Memo

CHOCOLATE HEAVEN EMPORIUM

MEMORANDUM

TO: All Staff  
FROM: Management T.C.  
DATE: November 9th, 2012  
SUBJECT: STAFF CHRISTMAS PARTY

It's that time of year again. As you all know, Christmas is our busiest season of the year. Every year it is a struggle for management and supervisors to find the time and energy to organize a staff Christmas party. This year, we have decided to postpone the Christmas party until after our busy season.

### Party Details

Date: Second or third Saturday in January (T.B.A)  
Theme: Beach  
Food: Caribbean  
Special events: Karaoke and belly dancing

We apologize that the celebration will have to wait until the New Year, but we guarantee that it will be worth the wait. Anyone interested in volunteering to help out with the event is encouraged to call Lucy, our events coordinator. Lucy's cell phone number is 222-3098. Please contact Lucy outside of business hours regarding this matter.

Thank you.

T.C.

### Some useful vocabulary:

Struggle, postpone, T.B.A. (=To Be Announced), apologize, guarantee, encouraged, coordinator, regarding, emporium ( =*Lieu où se déroule le marché, les échanges commerciaux* )

# Welcome Email

It is a common business practice to welcome new staff members to a company. This is usually an informal note expressing best wishes and may contain contact information. Companies may also send welcome letters to other companies that move into a shared office building, or to visiting guest speakers and business travelers.

## Welcome Email to New Staff Member

To: "Adrienne Moore" <amoore@kcelectronics.com>  
Cc: All Staff  
From: "Jackie Morris" <jmorris@kcelectronics.com>  
Subject: Welcome to our Team!

Dear Adrienne,

Welcome to our Team!

It is a pleasure to welcome you to the staff of KC Electronics. We are excited to have you join our team, and we hope that you will enjoy working with our company.

On the first Monday of each month we hold a special staff lunch to welcome any new employees. Please be sure to come next week to meet all of our senior staff and any other new staff members who have joined us this month. Alice Peters will e-mail you with further details.

If you have any questions during your training period, please do not hesitate to contact me. You can reach me at my email address or on my office line at 340-2222.

Warm regards,  
Jackie

Jackie Morris, Sales Manager  
jmorris@kcelectronics.com  
Tel: 340-2222

## Some useful vocabulary

Pleasure, welcome, senior staff (=cadres supérieurs), do not hesitate, reach me (= me joindre)



# Business Correspondence Glossary

The letters above contain useful vocabulary you may want to use in your own business correspondence. If you decide to copy and modify any of these letters for your own personal use, make sure that you are choosing the correct words. This glossary offers simple definitions of the vocabulary used in these samples.

<b>apologize</b>	verb	say "sorry"
<b>approach</b>	noun	method or style of doing something
<b>attitude</b>	noun	outlook on life
<b>by invitation only</b>		only those who are asked to come will be allowed in
<b>commence</b>	verb	start
<b>complimentary</b>	adj	free
<b>concerns</b>	noun	problems, issues
<b>confidential</b>	adj	private
<b>conscientious</b>	adj	cares about quality of work
<b>contribution</b>	noun	individual effort or support in a group
<b>convenient</b>	adj	suitable, favorable, makes life easy
<b>cooperation</b>	noun	the act of working together
<b>coordinator</b>	noun	person who organizes something
<b>dedication</b>	noun	a lot of effort put into something
<b>dependable</b>	adj	can be trusted
<b>disregard</b>	verb	ignore, pay no attention to
<b>do not hesitate</b>		don't wait
<b>dropped</b>	verb	fell to a lower amount
<b>effective</b>	adj	produces a positive response
<b>efficient</b>	adj	performs well
<b>enclosed</b>	adj	included inside
<b>encouraged</b>	verb	persuaded or inspired
<b>enquire (BrE)</b>	verb	looking for information
<b>inquire (AmE)</b>	verb	looking for information
<b>extravaganza</b>	noun	exciting and rare event
<b>formal</b>	adj	following set requirements
<b>grateful</b>	adj	thankful
<b>guarantee</b>	verb	promise
<b>impact</b>	noun	effect
<b>indicates</b>	verb	shows
<b>invoice</b>	noun	document detailing purchases and money owed
<b>latest</b>	adj	most modern
<b>lay-off</b>	verb	take a job away from an employee (when employee is not at fault)
<b>notice</b>	noun	document that indicates a change or event
<b>outstanding balance</b>		money still owed
<b>pleasure</b>	noun	enjoyment
<b>postpone</b>	verb	delay until later
<b>preferred customer</b>		buyer who comes back often
<b>present</b>	verb	award something to someone
<b>professional</b>	adj	exhibits suitable behavior on the job
<b>profound</b>	adj	deep
<b>punctual</b>	noun	always on time
<b>reach me</b>	verb	find and talk to me

<b>records</b> noun	files that keep track of business matters
<b>regarding</b> verb	being about
<b>regret</b> verb	feel bad
<b>reliable</b> adj	dependable
<b>replacement</b> noun	someone who fills the position of another
<b>representative</b> noun	a person who acts on behalf of another person, company, policy...
<b>resignation</b> noun	the act of leaving a job position
<b>respected</b> adj	considered good and honest
<b>retirement</b> noun	a permanent leave from the workplace (usually due to aging)
<b>senior staff</b> noun	employees who hold high positions or have been working at the same place for a long time
<b>severance pay</b> noun	money paid to make up for a separation (=rupture)
<b>sharp</b> adverb	exactly (in reference to time)
<b>skyrocketed</b> verb	went up higher very quickly (=monter en fleche)
<b>stock</b> noun	share in ownership
<b>struggle</b> verb	work at with difficulty
<b>sufficient</b> adj	enough
<b>support</b> noun	financial help
<b>T.B.A</b>	To Be Announced
<b>versatile</b> adj	with a variety of skills and abilities
<b>welcome happily</b> adj	permitted to do something

## Tips for Your First Job Application

There's a first time for everything and getting a job is no exception. First impressions are important. Your appearance is important, even when submitting an application. The employer may have a job that needs to be filled and want to interview you immediately. So get prepared! Following are HowAbout and WorkSmart tips for you.

When cold calling (= applying for a job that is not advertised) always drop off a resume or fill out an application during off-peak hours. Never show up during the busiest time of day or just before closing; this is a sure fire way to NOT get an interview.

If answering an advertised position only show up during the times stated in the ad. If no times are specified the same rules apply as in a cold call, never show up at the busiest time of day or just before closing.

If applying for a job you have heard about from word of mouth or through a friend make sure to mention how you heard about the job when dropping off your resume. Ask the person who told you about the position for the name of the manager or person doing the hiring and ask specifically for this individual. Also find out the best time to drop off a resume.

If filling out a job application remember to bring everything with you that you will need. It does not create a business-like impression when a job seeker needs to borrow the employer's pens to complete an application. Be organized and bring the following items with you when you think you might be completing applications:

1. Ball point pens (black or blue ink)
2. Copies of your resume
3. Your fact sheet with all of your:

- Employment history including company names, addresses, telephone numbers, and dates of employment
- Volunteer work history with community organizations including organization names, addresses, telephone numbers, and dates of service
- Personal references including names, addresses, and telephone numbers
- Personal information such as education,

Your fact sheet is a useful tool for you, but remember not to turn it in to an employer. Keep your fact sheet up to date for future job searches.

Your completed application is a reflection of you. Make it a good one!

### **Tips for completing applications:**

- Greet the receptionist politely when requesting or submitting an application. The receptionist's first impressions are often passed along.
- Be honest in your answers.
- Use blue or black ink pens. (Erasable pens are also helpful.)
- Have all the information on hand that you might need to fill out an application, such as a fact sheet.
- Print clearly and legibly.
- Fill out the form neatly and accurately.
- Apply for a specific position, rather than entering "anything," or "open" for the desired position.
- Leave no blanks.
- Write "Does Not Apply" (or "N/A" for Not Applicable) in the space if the question does not apply to you.
- Explain lengthy gaps in your work history, for example, "attending school."
- Read and check the application for completeness before turning it in to the employer.
- Be sure to sign and date the application.
- Mail or turn the application into the correct person or place.

### **Mistakes to avoid**

Some of the most common mistakes that job seekers make on applications are:

- Not following directions
- Misspelled words
- Crossed out writing
- Not printed
- Wrinkled or messy application form
- Incomplete information or unanswered questions
- Not applying for a specific position
- Incomplete work history or large unexplained gaps in work history
- Overlapping or conflicting employment dates with no explanation
- Application not turned in by the deadline
- Use of troublesome words, such as "quit" or "fired"
- Forgetting to sign the application

Employment applications request a wide variety of personal information. Example below shows how to complete the most typical information requested on job applications.\*

Have a resume ready and attach it to any application form you are asked to fill out. Keep your resumes neatly in a folder and keep the folder within easy reach in a bag or backpack.

Dress neatly, conservatively but also casually. Avoid trendy (=branché) clothes, jeans, or personal identity statements (like a Mohawk or political t-shirt) unless they are fitting to the job, for example; trendy is OK if the job is in a trendy clothing store.

Remove piercing that may be objectionable and obvious to an employer such as facial piercing and keep tattoos covered unless these things seem fitting (or even desirable) at the place of employment.

Politely approach the first available employee and ask if they are hiring. Never interrupt a conversation, wait patiently until you are acknowledged.

It is vulgar to chew gum and keep your hands out of your pockets, especially when talking.

If you are on a business call or job interview, remove your hat (cap). Don't risk being seen as impolite by leaving your hat on.

If you speak to anybody but a manager and are told they are not hiring ask if you can leave a resume anyway and be sure to get the managers name and the next time they will be working. Stop by a second time when you know the manager will be available.

Follow up in person a few days after you drop of an application or resume. Make sure you follow up when you know the manager will be there. When you stop in simply restate your interest in the job and let the manager know that you hope they'll keep you in mind when there's an opening.

Always be polite, speak clearly and don't stay too long. For example, if you just dropped a resume at a record store don't stick around to do some shopping. Never blur the line between potential employee and customer.

## **\*Example of how to complete a job application**

### **Personal Data**

1. In the **name** field, be sure to note in what order the employer wants your first and last names. Print neatly. If you have previously applied for a job with an employer, make sure that any name change on the application is noted.
2. Use an **address** where you can receive mail. You may also be asked how long you've lived at your current address.
3. Provide your **telephone number** with an area code. If you use a message number, make sure that everyone at that number knows what to say for you or that the message on a message machine is appropriate. For a business number, include an extension number if one is available.
4. Be sure that you meet the **health requirements** for the job. If a physical examination is a condition of employment, the employer must pay for it and can only request it after you are hired.
5. All applications ask for information about the schools you've attended. Usually you will need to list the city and state where the school was located and any degrees earned. List your **education**, detailing any special courses. Be prepared to provide transcripts, if requested.
6. If you have any professional **certification, licenses, or registrations**, list them. For example, you may be a licensed cosmetologist, dental hygienist, or have a special class driver's license.
7. List any **hobbies** or interests you may have. This will provide the employer with additional information about related skills.
8. If possible, **avoid** entering **birth dates** or school **graduation dates** on an application.
9. Some applications request information about prior misdemeanor (=délit) or felony (=crime) **convictions**. Read the application questions carefully and answer truthfully, adding "will discuss at interview." You can be fired for not telling the truth on an application.

## Work Data

1. Always fill in the space for the "**Position Desired.**"

Never write "any" or "will do anything!"

A vague answer makes it difficult for the employer to visualize how your special skills will meet their company needs. It is acceptable to list more than one position, but do some research first so you know job titles used at the company.

2. In the **salary** desired field write "open" or "negotiable" rather than putting in a salary figure that might be too high or too low. The employer will look at the salaries paid previously.

3. In the **availability** field write "immediately," if you are available to start right away. If you are currently employed, indicate that you are available to start after giving two weeks' notice. Giving two weeks' notice makes it more likely that you will get a good reference from the employer. Be knowledgeable about the hours required for the job. New employees rarely have a choice about the hours and shift available.

## Job Experience

1. The name, address, and phone number of the employer; and a description of your duties. Some applications also ask for your salary and your supervisor's name. Include part-time and full-time jobs. Make sure that the dates of employment don't overlap or conflict.

2. If asked for the reason you left a job, use positive phrases like:

"To take a job with more responsibility,"	"Temporary work"
"Moved"	"Laid off"
"Seasonal"	"Reorganization"
"Business closed"	"Returned to school"
"Job or contract ended"	"Career change"

Avoid negative words like "fired," "quit," "absenteeism," or "tardiness."

3. Employers are often interested in what you do outside of work because it reflects your interests and abilities. Highlight any club activities, or volunteer work, or organizations you belong to, that may relate to the job you are seeking.

4. List any special skills, abilities, experience and/or training that relate to the position you want. If you were in the military service, emphasize the duties you performed that relate to the job for which are applying. Have all appropriate forms available, such as certificates.

5. Always talk to your references before beginning your work search, to ask permission to use their names, addresses, and phone numbers on your application(s). Former employers, business acquaintances, teachers, and the clergy are all acceptable references. Be sure to keep your reference list updated and let them know when you find a job.