

Correspondence


Letters

Purpose:

Business letters are written to inform readers of specific information. You might also write a business letter to persuade others to take action.

Format:

The full block open punctuation style is the most common format for business letters.

Letterhead	520 Niagara Street Braintree, MA 02184 Phone: (781) 787-1175 Fax: (781) 787-1213 EvansTE.com	
Date	May 15, 2012	
Inside address	Mr. George W. Nagel Director of Operations Boston Transit Authority 57 West City Avenue Boston, MA 02210	
Salutation	Dear Mr. Nagel:	
Body	<p>Enclosed is our final report evaluating the safety measures for the Boston Intercity Transit System.</p> <p>We believe that the report covers the issues you raised in our last meeting and that you will be pleased with the results. However, if you have any further questions, we would be happy to meet with you again at your convenience.</p> <p>We would also like to express our appreciation to Mr. L. K. Sullivan of your committee for his generous help during our trips to Boston.</p>	
Complimentary closing	Sincerely,	
Signature	<i>Carolyn Brown</i>	
Writer's signature block	Carolyn Brown, Ph.D. Director of Research cbrown@EvansTE.com	
End notations	CB/lb Enclosure: Final Safety Report cc: ITS Safety Committee Members	

3 Saphire Building
Kuala Lumpur
Malaysia



September 20, 2024

Mr. John Wick
Administrator
Aurora Center
Equator Road, Eastern Avenue
Kuala Lumpur
Malaysia

Subject: Inquiry about Part-time Courses and Intake Dates

Dear Mr. Wick:

I hope you are doing well. We have recently received recommendations regarding your business and secretarial courses, and we are considering upgrading the skills of some of our staff members.

Could you kindly provide us with detailed information about the part-time courses currently available at your institution? We would also like to know the

qualifications or examinations that these courses lead to upon completion.

In addition, please provide us with the dates of your next intake, as this will help us in making further arrangements for staff participation.

Thank you for your attention to this matter. We look forward to receiving your response at your earliest convenience.

Sincerely,

Lazly Lim

Lazly Lim
Training Manager of Turner Communication

LL/mh

Enclosure: (Not required here) (Name of file)

cc: (Not required here) (Names)

bcc: (Not required here) (Names)

Parts of a Letter:

1. Letterhead:

In the heading of your letter, include your full return address. Do not include your name in the heading, as it will appear at the end of the letter. Additionally, avoid abbreviations for words like "street," "avenue," "first," and "west"; instead, spell them out in full to maintain formality.

2. Date

3. Inside Address:

Include the reader's full name, followed by their title or designation. Below this, write their complete address, ensuring accuracy and proper formatting.

4. Subject Line

5. Salutation:

In most business letters, the salutation should include the recipient's personal title (such as Mr., Ms., Dr.) followed by their last name and a colon. If you are on a first-name basis with the recipient, use only the first name in the salutation. When unsure of a recipient's gender, use both their first and last names. For multiple recipients, you may say "Dear Professor Ali and Dr. Alishba" or "Dear Colleagues." If you don't know the recipient's name, use an appropriate title like "Dear Customer" or "Dear IT Professional." You may also use "Dear Sir/Madam" when necessary.

6. Body:

The body of the letter should start one line below the salutation. Leave a line between paragraphs to improve readability. The body typically includes four main components:

1. **Purpose:** Clearly state the reason for writing the letter.
2. **Details:** Provide any necessary information or explanation relevant to the purpose.
3. **Call for Action:** Request the recipient to take specific steps or respond.
4. **Closing off:** Conclude politely, expressing gratitude or anticipating a response.

Maintain a formal and concise tone throughout.

7. Complimentary Closing:

Write the signature, and on the next line, include your full name. On the following line, add your business title, if appropriate.

8. End Notations:

Reference initials indicate the writer's initials in capital letters followed by a slash or colon, and the typist's initials in lowercase. If the writer types the letter, no initials are needed. **Enclosure** notations show that additional materials are included with the letter, such as "Enclosure: Final Safety Report." **Copy notation** ("cc:") informs the recipient that others are receiving a copy of the letter, while **blind-copy notation** ("bcc:") is used when sending a copy to someone without the recipient's knowledge. The "bcc" appears only on the copy, not the original.

Examples of Opening Lines:

- I am writing to enquire about ...
- After having seen your advertisement in ... , I would like ...
- After having received your address from ... , I ...
- I received your address from ... and would like ...
- With reference to your letter of 8 June, I ...

- We/I recently wrote to you about ...
- Thank you for your letter of 8 May.
- Thank you for your letter regarding ...
- Thank you for your letter/e-mail about ...
- In reply to your letter of 8 May ...

Examples of Closing Lines:

- We look forward to a successful working relationship in the future.
- Should you need any further information, please do not hesitate to contact me.
- Once again, I apologize for any inconvenience.
- We hope that we may continue to rely on your valued custom.
- I would appreciate your immediate attention to this matter.

Types of Business Letters:

1. Letter of Acknowledgement:

- Sent to confirm the receipt of something, when a written record is necessary.
- Can also be sent to acknowledge the receipt of another letter or document that requires further action.
- The letter should state that the matter will be looked into and a detailed response will be provided later.

Dear Ms Hyams

Thank you for your letter of 17 January in which you enquire about our company finance services.

I have pleasure in enclosing a leaflet which gives full details of the services we offer, and also supplies some information about the company's history and present size and condition.

Should you require any further information, please do not hesitate to contact me.

Yours sincerely

H L Warner

Customer Services Manager

2. Letter of Enquiry:

- Written to request information about goods or services.
- Clearly specify what you are seeking (e.g., information, catalogue, price list, quotation).

- Keep the letter concise and focused on the necessary details.

Dear Sir

Our company is currently renewing its computer equipment in the accounts department.

I am writing to enquire about the possibility of a representative of your company visiting us to advise about the number and kind of desk-top computers we need to provide an up-to-date system for our rapidly expanding business.

Perhaps you would like to telephone my secretary to arrange an appointment to call and discuss the matter with me.

Yours faithfully

P L Mackintosh
Accounts Manager

3. Letter of Complaint:

- Used to express dissatisfaction when you have a legitimate complaint.
- Focus on stating the facts and avoid placing blame or being rude.
- Inquire about how the issue will be resolved or suggest a solution.

- **Useful Phrases:**

- "I am displeased with the quality of these goods."
- "This is causing us a great deal of inconvenience."
- "Please look into this and arrange for the goods to be replaced."
- "I expect to receive a complete refund soon."

27 June 20..
Dear Mr. Green,

Re: telephone conversation Wednesday 2 June 20..-non-delivery of wardrobe

It would seem that you have been unable to trace my wardrobe in your warehouse as a further three days have elapsed since our last telephone conversation and my wardrobe has not arrived.

I have now waited for six weeks and frankly, were it not for the fact that it forms parts of a fully fitted (matching) bedroom, would have preferred to cancel my order.

At this stage I would like a guaranteed date of delivery and recompense for the inconvenience you have caused me. I have had to take three days' holiday to date to await delivery of the aforesaid wardrobe.
I would appreciate your earliest attention to this matter.

Yours sincerely,
Mrs. J. Brown

4. Adjustment Letter:

- Sent in response to a complaint, offering an explanation or solution to the problem.
- Investigate the issue, provide an explanation, and apologize if necessary.
- **Useful Phrases:**
 - "I have looked into this matter and have found that..."
 - "I am very sorry to hear about..."
 - "Please accept my apologies for any inconvenience caused."
 - "Thank you for bringing the matter to our attention."

Dear Mrs. Alcantara:

We are sorry to hear about the poor performance of your new air-conditioning unit.

We suggest that you explain the dissatisfaction you are having to our air-conditioner technical person whom we are sending to your place.

We are always glad to be of service to you.

Sincerely,
Jenlyn M. Tapang

Memo

Letter vs Memo

Letter

- Letters are used both external communication (mostly)
- A letter requires inside address, Salutation and complimentary close.
- Communicating to external people through letter, simple words are encouraged rather than jargons.

Memo

- A memo is used internally within an organization moving upward, downward or horizontally. It is never sent outside.
- A memo may omit return address, salutation, complimentary close if it uses To, from, Date and Subject heading.
- Memo can use technical jargons and abbreviations because their meaning is understood by the people within the organization.

PURPOSES	
Documentation – report on expenses, incidents, accidents, problems encountered, projected costs, study findings, hiring, firings, and relocation of staff or equipment.	Procedures – explain how to set up accounts, operate new machinery, use new software, create a new company Web site, or solve a problem.
Cover/transmittal – tell the reader you have attached a document.	Confirmation – tell the reader about a meeting agenda, date, time, and location; decision to purchase or sell; conclusion arrived at; and fees, costs or expenditure.
Feasibility – study the possibility of changes in the workplace (practices, procedures, location, staffing, equipment, mission or visions).	Status – provide a daily, weekly, monthly, quarterly, biannual, or yearly progress report about sales, staffing, travel, practices, procedures and finances.
Recommendations – provide reasons to purchase new equipment, fire or hire personnel, contract with new providers, merge with other companies, revise current practices and review contracts.	Inquiry – ask questions about upcoming processes, procedures, or assignments

MEMO

DATE: January 19, 2005
TO: Tom Lisk
FROM: Juliet Kincaid
SUBJECT: PRODUCING THE ANNOY-NO-MORE CALL SCREENING MACHINE.

Our product development staff has come up with a breakthrough new product, a phone answering machine that answers the phone, screens calls, and, by voice activation, routes the call to an appropriate message and gives a busy signal when the person doesn't want to be bothered.

We have researched this product fully and believe it would benefit our company because:

1. The product has a relatively simple design that occupies no more space than a regular phone and can be designed for wall or desk mounting.
2. The cost for manufacturing is low compared to the retail value. The unit costs approximately \$100.00 to produce and retails for \$999.99.
3. The unit can be interchanged easily with all phone networks including MBB and Shout.

We would like to begin mass production around April 1, 2005. Our Westport facility could handle the production with the addition of 10 technicians and engineers to aid in production. We hope you give this product consideration and endorse it fully. Thanks.

Subject line should not end with periods

Good technical writing should be concise—this sentence is too long

Grammatically, this colon is used incorrectly

"around" is vague word usage

DATE: September 20, 2024

TO: All Employees of Inspire Limited

FROM: Mannan Ul Haq, Administrative Manager. MH

SUBJECT: New Attendance and Timing Policies

Recent data from the attendance system indicates that many employees have been arriving late and leaving the office before 5:00 PM. This behaviour disrupts the workflow and negatively impacts the company's productivity. Timely attendance is essential for smooth operations and meeting deadlines.

Impact on Productivity:

Late arrivals and early departures not only decrease individual productivity but also place additional strain on other employees. This leads to delays in project completion and affects overall team performance, which can harm company's reputation.

New Attendance and Timing Policies:

To address the issue, Inspire Limited is introducing the following policies:

1. **Office Hours:** All employees are expected to present from 9:00 AM to 5:00 PM.

2- Grace Period: A 15-minute grace period (up to 9:15 AM) will be allowed. Any arrival after this time will be considered late.

3- Monitoring: Employee entry and exit times will be strictly monitored through the attendance system.

Penalties for Non-Compliance:

Employees who continue to violate the attendance policy will face following penalties:

1- First Violation: Verbal Warning

2- Second Violation: Written Warning

3- Third Violation: Salary deduction for each day of late arrival or early departure.

These new policies are essential to ensure that all employees adhere to the required office hours and maintain high productivity standards. This will help to maintain an efficient working environment.

Thank you for your attention to this matter.

Correspondence Rubric

FORMAT <i>Letter</i> <i>Memo</i>	Heading/Letterhead Date Inside Address Salutation Complimentary Close	2.5
	Subject	1.5
CONTENT <i>ABC</i> <i>Format</i>	Introduction Purpose statement	2
	Body Reasons Factual details/ specific info.	4
	Conclusion Call to action Closing off	1
	Tone Formal/Business-like expression\Professionalism Positive Language	2
LANGUAGE	Grammar/Sentence structure Spellings/Vocabulary Punctuation Spacing	2
Total		15

Email Writing

DATE:

TO: Email Address

FROM: Email Address

SUBJECT:

Salutation:

Abstract

Body

Conclusion

Regards,

Signature of Sender

Name of Sender

Designation, Company Name (if any)

Address of Sender

Contact

Email Rubric

Sections	Contents	Format & Quality
Overall Format	Paragraphing, spacing, graphic elements	1
Subject	Descriptive; Short phrase	1
Introduction	Purpose of writing	2
Body	Organized discussion and details/ reasoning	4
Conclusion	Close the letter in a professional manner Call to action Provide enclosure information	2
Complimentary Close	Yours sincerely,/Best Regards etc. Signature/Provide signature block (optional in email) Name Contact (if not mentioned in the last paragraph)	1
Mechanics	Spellings Vocabulary Sentence structure Punctuation	2
Tone	Polite, formal, business-like, positive, to-the-point	1
Total		15