

4. Business Correspondence, Documents and Documentation

In every company, communication and documentation are very important.

Thanks to emails and digital tools, many documents are now electronic, but their purpose remains the same – to inform, request, confirm, or organize.

Business correspondence can include both letters and emails, and business documents include things like invoices, orders, and contracts.

Types of business correspondence

Business correspondence is the exchange of messages between companies, clients, or employees. It can be formal or semi-formal and it often follows a specific structure.

Main types of business correspondence:

- **Inquiry** – a question about a product or service
- **Quotation** – a reply to an inquiry with prices and terms
- **Order** – when a customer orders goods or services
- **Complaint** – a letter about a problem with a product
- **Confirmation** – a letter to confirm details of an agreement
- **Cover letter** – used when applying for a job
- **Thank-you letter** – used to express gratitude

Today, most correspondence is done by **email**, which is faster and easier than writing a letter.

Types of business documentation

Documents are used to record information in a company and help with business operations. They can be printed or digital.

Examples of business documents:

- **Invoice** – a bill for goods or services
- **Order form** – used when ordering something
- **Delivery note** – shows that goods were delivered
- **Contract** – a legal agreement
- **Receipt** – proof of payment
- **Report** – gives information or analysis
- **Memo (internal message)** – short internal communication in a company

These documents help with **communication**, **transparency**, and **organization**.

Past vs Present

In the past, companies mostly used **paper letters**, **typed documents**, and **fax**.

Today, almost everything is **digital** – sent by **email**, **PDF**, or shared through **cloud services**.

Digital documents are faster, easier to store, and more environmentally friendly.

However, for official matters (like **contracts**), paper documents with signatures are sometimes still required.

Conclusion

Business correspondence and documents are important for running a business professionally.

Clear communication, correct structure, and polite language are key.

Modern companies use a mix of **emails**, **documents**, and **online tools** to keep everything organized and efficient.

I have already written different types of documents during school projects, and I know how important correct communication is in business.

Useful Vocabulary

CZ	EN
obchodní korespondence	business correspondence
dotaz / poptávka	inquiry
cenová nabídka	quotation
objednávka	order
stížnost	complaint
potvrzení	confirmation
průvodní dopis	cover letter
děkovný dopis	thank-you letter
faktura	invoice
dodací list	delivery note
smlouva	contract
účtenka	receipt
zpráva / hlášení	report
interní oznámení	memo (memorandum)

CZ	EN
tiskopis	printed form
elektronický dokument	digital document
sdílení v cloudu	cloud sharing
úložiště	storage
podepsaný dokument	signed document
firemní komunikace	company communication