

you are sure it conveys the facts and your feelings without being impolite or overbearing. (See Figure 21.)

Applying for a job

This will be covered in Chapter 12.

CHECKING YOUR WORK

- ◆ Use open punctuation for letters.
- ◆ If typing, block your letter.
- ◆ Omit addresses when using e-mail.
- ◆ Use ‘Yours sincerely’ if the name is used.
- ◆ Use ‘Yours faithfully’ if starting with ‘Dear Sir’ or ‘Dear Madam’.
- ◆ Plan your letter carefully and then draft it.
- ◆ Don’t include unnecessary detail.
- ◆ Don’t use slang or jargon.
- ◆ Avoid ‘texting’ language in formal letters.
- ◆ Don’t patronise your reader.
- ◆ Keep to the point.
- ◆ Don’t write a letter of complaint when angry.
- ◆ Don’t forget to enclose an SAE if writing for information.