

Dear Colleagues,

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In the age of e-mail and contact forms, writing a letter may seem like an ancient ritual that is practiced only by those of earlier generations, but there are many rewards to sitting down and expressing yourself on paper. Whether you are sending a quick note to a friend to say hello or composing a business letter to an authority figure, writing a letter shows effort, respect and care for others.

It is very important, therefore, that your letters have the desired effect on the reader. In order to achieve this, they should be:

- in the correct format
- short and to the point
- relevant
- free of any grammatical or spelling mistakes
- polite, unlike Mr. Yamagami, even if you are complaining
- well presented

This guide will give some general advice on letter writing and includes some sample letters.

If you are replying to a letter it can be a good idea to note how that letter has been formatted and expressed.

Yours sincerely