

## **Business Letters – Labels and Sections**

**1. Return Address:** This is the address of the sender. The sender's name does not appear here, unless it is the name of a company. For example, if you were writing a letter of complaint or application, you would write only your address here, not your name.

**2. Date:** For this unit, write the name of the month, followed by the number of the date, a comma, and the number of the year.

e.g. September 7, 2010.

**3. Inside Address:** This is the address of the recipient of the letter - the person or company to whom the letter is written. If you know the name and position of the person you are writing to, his or her name and title are the **first** two lines of the address.

e.g. Mr. Dennis Brown  
Personnel Manager  
Fly-By-Night Collection Agency  
9876 Running Road  
Sparwood, B. C.  
V1E 6C8

**4. Salutation:** Begin with Dear... and end with a **colon (:)**  
If you do not know the name of the person, use Dear Sir or Madam:

e.g. Dear Mr. Dan Brown:  
Dear Dan Brown:  
Dear Sir or Madam:

**5. Body:**

- a) The body of the business letter should be brief and to the point; a business letter should not be more than one page, if possible.
- b) Your letter should have at least **three** short, easy-to-read (5-7 sentences) paragraphs.
- c) Get to the point, in the first sentence if possible. Certainly do so in the first paragraph.
- d) The last paragraph states concisely what the recipient should do.

**6. Complimentary Close:** Capitalize the first word only, and follow with a **comma**.

e.g. Sincerely yours,

**7. Signature Line:** This is typed, and follows the written signature. This is the only place, except for the written signature (which is often illegible), in which the name of the sender appears on the letter. Be sure to include it!

**8. Signature name typed** out to confirm spelling.

## Business Letter - Sample

Memorize the visual format below. **Double space between each section, and leave five or six spaces for your signature.**

693 Windsong Place  
Mill Bay, B. C.  
V0R 2P4

December 10, 2010

John Smith  
Appleby Plumbing Wholesalers  
4793 Main Street  
Duncan, B. C. V9L 103

Dear John Smith:

Body

- *This style of letter does not require indentation; double space between paragraphs.*
- *Write honestly and naturally, but keep the style formal.*
- *Write short paragraphs, three to five sentences*
- *Include all necessary background facts and details.*

Yours sincerely,

*James G. Bond*

James G. Bond

*Return Address*

*Date of letter*

*Inside address*

*Salutation - use a colon (:) and capitalize both words*

*Body*

*Complimentary Close: capitalize the first word only, and end with a*

*written signature*

*writer's name - typed*

*Double space after each section!*

## **Business Letters - Purpose**

### **1. Letter of Complaint**

The objective of the letter of complaint is to get action, not to offend or belittle the reader. They should be written in a tactful, firm, clear style. The body of the letter contains the following information:

- a) a method of identifying the writer (account number, name)
- b) a clear description of the complaint.
- c) some suggestions for remedying the problem.

e.g. Dear Mr. W. C. Price:

My account number is 9466-19-163. Last week I received a statement from our office claiming that I owe \$375.00. This amount is incorrect.

The enclosed photocopy of the receipt for my latest purchase shows that I owe \$315.00.

Please check your records and send me a corrected invoice.

Sincerely,

### **2. Letter of Request/Inquiry (Inquiries for information or materials)**

The letter makes its request in the first sentences (paragraph 1), and follows with an explanation of how the information will be used (paragraph 2) . The last sentences (paragraph 3) state what you wish the recipient to do after reading the letter.

### **3. Letter expressing opinion**

In the first paragraph, clearly explain the problem or situation. In the next paragraph, offer your opinion of the cause and possible solutions. Support your opinions with facts and examples. Suggest ways to change or improve the situation.

### **4. Letter of Application**

The first paragraph states the position you are applying for, and where you learned about the job. (e.g. "I am applying for the position of Ruler of the World, as advertised in the Pictorial of May 19, 1997.")

The second paragraph briefly states your qualifications for the position, and mentions your resume, if enclosing it.

The third paragraph tells the employer how you wish to follow up your letter and where you can be contacted. (e.g. "I would appreciate an interview with you in the near future. My telephone number is 371-8369.")

