

## **THE BUSINESS LETTER**

A business letter is written to give someone information. It should be direct and clear, but should also be polite. The business letter should contain all important details. Unnecessary details should be left out.

### **Business letter – Main features**

- gives information
- usually requires a response
- has clarity
- uses exact details
- uses formal language

### **Business letter format**

*Audience:* members of Business Organisations such as:

- companies
- factories
- schools
- government offices
- social, professional, cultural and service organisations
- religious organisations

*Functions:* Asking for information, making complaints, making excuses, inviting people to a function, thanking persons and applying for a job.

*Example:*

The Business Letter

Southern Main Road } Return Address  
Marabella. }

20<sup>th</sup> October, 2004

Mr. Joe Wilson – **Name of person to whom you are writing to**

General Manager – **Person's position**

Central Tyres - **Name of Company**

Duke Street } **Address of company**

Port-of-Spain }

**(Skip line)**

Dear Mr. Wilson } **Salutation or greeting**

**BODY - No indentation, start from the margin, skip line to indicate one paragraph.**

Yours sincerely, } **Complimentary close**  
Doug Mendez } **For signing (signature)**

**Note:** The full block style of writing the address is recommended because it is easier to use more convenient and most often used.

1. Each part of the return address is written on a separate line. The smaller area is written before the larger area.
2. The date is written on a separate line. The date should also be punctuated when numbers come together, October 20, 2004. Here, the year is separated from October 20 by a comma.
3. The inside address is made up of the person's name, the position of the person, the name of the company and the address of the company, where the name of the person is not known, it is left out.
4. a) The salutation is formal. Dear Mr., Mrs., and the person's surname is often used.  
- Dear Mr. Wilson, Dear Mrs. Wilson, Dear Ms. Wilson.  
b) Dear Sir is used when the person's name is not known but the gender is known.  
c) Dear Madam is used when the person's name is not known but the gender is known.  
d) Dear Sir or Madam is used when both the name and gender is not known.  
e) Dear Ms. is used for unmarried women and for professional married women.

**5. Use the full block style for paragraphing (no indent)**

6. a) The complimentary close is formal, the common ones are Yours sincerely ( with name and gender known)  
Yours faithfully (with Dear Sir, Dear Madam, Dear Sir or Madam)  
b) Other formal complimentary closes:
  - Yours respectfully
  - Yours truly
  - Yours cordially