

# Business Letter / Business Mail



## The Start of Basic Business Letter

### **The Salutation**

Dear Personnel Director:

Dear Sir or Madam: (use if you don't know who you are writing to)

Dear Dr., Mr., Mrs., Miss or Ms. Smith: (use if you know who you are writing to, and have a formal relationship with - **VERY IMPORTANT** use Ms. for women unless asked to use Mrs. or Miss)

Dear Frank: (use if the person is a close business contact or friend)

### **The Reference**

In reference to your advertisement in the Times, your letter of 23<sup>rd</sup> March,

Your phone call today...

Thank you for your letter of March 5<sup>th</sup> ...

### **The Reason for Writing**

I am writing to inquire about...

I sincerely apologize for...

I confirm your request for...

I hereby acknowledge...

Be advised that...

### **Requesting**

Could you possibly...

I would be grateful if you could...

It would be highly appreciated if...

Would you be so kind as to...

### **Agreeing to Requests**

I would be delighted to...

I certainly can...

I'll be happy to...

I'll be able to...

### **Giving Bad News**

Unfortunately...

I am afraid that...

I regret to inform you that...

### **Enclosing Documents**

I am enclosing...

Please find enclosed...

Enclosed you will find...

Attached herewith...

### **Closing Remarks**

Your consideration upon this (matter, request, incident) will be highly appreciated.

Thank you for your help.

Please contact us again if we can help in any way.

If there are any problems...

If you have any questions...

### **Reference to Future Contact**

I look forward to ...

hearing from you soon.

meeting you next Tuesday.

seeing you next Thursday.

### **The Complimentary close**

Respectfully yours (very formal)

Sincerely (typical, less formal)

Yours truly (polite, neutral)

Cordially yours (friendly, informal)

Best wishes,

Best/Kind/Warm regards, (If the person is a close business contact or friend)

## Sample Letter

Here is a sample of a Full-Block Style Business letter (the most formal and commonly used style):

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Ken's Cheese House  
34 Chatley Avenue  
Seattle, WA 98765  
Tel: (632) 987-6543  
Fax: (632) 987-4321  
Email: kenny@cheese.com

October 23, 2006

Fred Ferguson  
Sales Manager  
Cheese Specialists Inc.  
456 Rubble Road  
Rockville, IL

Dear Mr. Ferguson:  
Greetings!

In reference to our telephone conversation earlier, I confirm your order for 120 boxes of Cheddar Deluxe with Ref. No. 856.

The order will be shipped within three days via UPS and should arrive at your store in about 10 business days.

If you have further inquiries regarding your order's shipment or on any of our fine products, Please do not hesitate to contact us.

Thank you for your continuous patronage.

Best regards,  
[Signature]

Kenneth Roa  
Director - Ken's Cheese House

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### (1) Activity 1

Discussion/ What are the parts of a business letter?

### (2) Activity 2

Write your own business letter.  
Your coach will provide you with the scenario.

The following letters place product orders.

#### **Useful Key Phrases**

- Would you please send ...
- According to your website / magazine / leaflet, ...
- COD (cash on delivery)
- NOTE: The initials at the bottom of the letter indicate who the letter is from followed by who typed the letter - for example: from Ken Beare typed by Ron Easton = KB/re

#### **Example Letters**

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May 23, 1999

Ms. Melanie Brown,  
Director  
Used Books Online  
Seattle, WA 98795  
Dear Ms. Brown:

Would you please send me the used books listed below via COD. According to your Web site, orders need to include the title, author, and publisher.

Title: "Driving Home"  
Author: Mikael Sommers  
Publisher: Jackson and Co.

Title: "Landscaping for Fun"  
Author: Carol Rose  
Publisher: Nature Ltd.

Title: "Christmas Myth"  
Author: Samantha Louise Hill  
Publisher: Smoothers

Thank you very much,  
(signature here)  
Otto Steinberg,  
Professor, OUS

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### Inquiries - Asking for Information

#### **Important Language to Remember**

- **The Salutation:** Dear Sir or Madam

To Whom It May Concern - (very formal as you do not know the person to whom you are writing)

- **Giving Reference:** In reference to your advertisement (ad)

in...

Regarding your advertisement (ad) in ...

- **Requesting a Catalogue, Brochure, Etc.:**

After the reference, add a comma and continue - ... , would (Could) you please send me ...

- **Requesting Further Information:** I would also like to

know ...

Could you tell me whether ...

- **Complimentary close:** Respectfully yours, - (very formal as you do not know the person to whom you are writing)

## An Example Letter

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Geneva Anderson  
2520 Visita Avenue  
Olympia, WA 98501

September 12, 2000  
Gibson Brothers  
3487 23rd Street  
New York, NY 12009

To Whom It May Concern:

In reference to your advertisement in yesterday's New York Times, could you please send me a copy of your latest catalogue. I would also like to know if it is possible to make purchases online.

Respectfully yours,  
(Signature)

Geneva Anderson  
Administrative Director  
English Learners & Company

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(3) Activity 1

Write a letter of request asking for the specification and quotation of a new model PC.

(4) Activity 2

Make a letter to place order