

# **BUSINESS LETTERS**

	INTERCITY BANK Plc
	58 Jalan Thamrin Tel 376018    Telex 6356
Prapatan office Supplies 7 Jalan Prapatan	You ref: Our ref: PL/da/246 12 January 2008
<p>Dear Sirs</p> <p>We are expanding our office in and we need extra desks, lights, chairs and filing cabinets.</p> <p>Please send us your catalogue with your prices, sizes and colours for these items.</p> <p>Yours faithfully</p> <p>Mr Peter Long</p> <p>Manager</p>	

# Block style

There are many ways to lay out a business letter. The letters from Intercity Bank are examples of a modern way, called “block style”. Notice:

- the name and address of the addressee are at the top on the left (The addressee is the person you are writing to.)
- the date is on the right
- there is no punctuation in the address or after “Yours faithfully/sincerely” or “Dear...”
- the paragraphs are started at the margin and there are line spaces between them
- the writer’s name and title are under the signature.

There are also some other ways of laying out business letters, but “block style” is the most useful to learn because it is accepted everywhere.

Senders address (without name)  
including phone number and e-mail

Our ref  
Your ref

Date

Recipients name  
Recipients address

Opening salutation

Letter text

Complimentary close (usually I/We look forward to hearing from you)

Yours \_\_\_\_\_

Signature (by hand)

Senders name (typed out)

Senders position in the company

Enc. (Encl.)

# The date

- Be careful with the date! In Britain, they write the date first, but in the United States they write the month first. This means that
- 12 06 08
- is the twelfth of June in Britain but in the United States it is the sixth of December! So write the date like this:  
*23 January 2001 or January 23, 2001* if you write to the USA
- Remember to use a capital letter for the month. You do not have to write *th*, *rd*, *nd* or *st* after the day.

- use Our ref. and Your ref. only if you and the recipient use a letter filing system
- start your letter with **Dear Sir/Madam** if you do not know the recipient by name or **Dear Sirs** if you write to an institution. Then close your letter with *Yours faithfully*

- start your letter with e.g. **Dear Mr. Brown** or **Dear Ms. Jameson** if you know the recipient by name. Then close your letter with

*Yours sincerely*

- preferably use **Ms** when writing to a female recipient unless otherwise stated in the letter you have already received from her

- write **Enc. or Encl.** in the bottom left corner of our letter if you want to send something else together with your letter

How would you write these dates in a letter?

- a) Jan.16<sup>th</sup>, 1988
- b) 6/11/03 (UK)
- c) 21.1.98
- d) 23<sup>rd</sup> March 2008
- e) 09-07-00 (USA)
- f) 04.08.87 (USA)



# Dear.../Yours...

Here are some ways to open a letter.

Dear Sirs

to a woman if you do not know her name  
to a man

Dear Sir

to a friend or someone you know well

Dear Madam

to a company

Dear Mr Smith

to a married or unmarried woman

Dear Mrs Smith

to a married woman

Dear Miss Smith

to a man if you do not know his name

Dear Mz Smith

to an unmarried woman

Dear John

# check yourselves

Dear Sirs	to a company
Dear Sir	to a man if you do not know his name
Dear Madam	to a woman if you don't know her name
Dear Mr Smith	to a man if you know his name
Dear Mrs Smith	to a married woman
Dear Miss Smith	to an unmarried woman
Dear Mz Smith	to a married or unmarried woman
Dear John	a friend or some one you know well

The way you close a letter depends on how you open it.

a) Dear Mrs Wilson b) Dear Susanna c) Dear Mr Gozalez	Yours sincerely Richard Sanders
d) Dear Ms Hemsuchi	Senaa Al Jalahna
e) Dear Sirs f) Dear Madam	Yours faithfully
g) Dear David	Best wishes Peter

# ***Subject headings***

The letter to Jakarta Furnishings (1.1) has a heading, *Office furniture*. This says what the letter is about. It will help Mr Basuki give the letter to the right person. Often, when we put a heading we then use the word *above* or *above-mentioned*, like this:

- Dear Mr Chang
- 
- Order N9, 239
- 
- The above-mentioned order of books has now arrived.
- Please can you come and collect it as soon as possible.
- 
- Yours sincerely
- 
- 
- Mr Michael Paine
- Sub-Manager

# ***Put in the missing openings and closings***

- **a** )The Manager
- Fuchi Bank
- Tokyo
- Dear.....
- Yours.....
- **b)**
- 
- 
- 
- Dear John
- .....

- **c)** Ms B Carrillo
- Restaurante iBien Padre
- Guadalajara
- Dear.....
- .....
- **d)** The Manageress
- Bells Supermarket
- 76 Oxford Road
- Bath BA2 5HD
- .....
- .....

- **e)** Trufit Shoe Co.
- 841 Pacific St
- Los Angeles
- .....
- .....
- **f)** Mrs H Cheng
- 5 Hatton Road
- Hong Kong
- .....
- .....

There are ten mistakes in this letter. Can you find them? Write out the letter correctly, in block style.

- **Island World Holidays**

- 1-81 North Street
- London W1M2FW
- Tel. 01-676 9096

- Miss Margareta Lindell,
- Slottaberget 26,
- Goteborg 41803,
- Sweden.

- Your ref:
- Our ref: FH/ts
- Dear Sir
- 

- Thank you for your letter of the nineteenth of May nineteen hundred and eighty-seven.
- I have pleasure in sending you our brochure with details of all our holidays.
- I look forward to hearing from you.

- 2001, may 22nd.

- Best wishes
- Sales Manager
- Fred Henderson

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# Dear valued customer,

You have been our customer since we opened our business last year. It's in our records and we would like to thank you for your patronage. To celebrate our success we are inviting all our valued customers and other delegates this Sunday.

The event will be showcased at 6 p.m. Our products will be discounted at 50% on that day. We will be grateful to you for accepting the gift vouchers from our side. Coffee and snacks will be served at the evening.

We look forward to see you on Sunday. For admittance, kindly bring the invitation with you.

- Sincerely,
- Signature,
- Name,

Dear Mr./Ms. <LASTNAME>

We would like to invite you to attend the <ENTER NAME OF the EVENT> located at <ENTER PLACE> on <DATE> at <TIME>. It is our great honor to have you as our guest as we appreciate you as our <CLIENT/CUSTOMER/PARTNER>. We are hoping that we will get the same support from you.

The event is prepared in the intention to show our acknowledgment to our most important <CLIENT/CUSTOMER/PARTNER >. Therefore this will be an outstanding opportunity for us to show appreciation of your business, but it the sample time to strengthen our cooperation.

Please come early so that we can find a comfortable seat for you. We would appreciate if you can attend this event as you are one of our top <clients/partners>.

Please let us know if you are attending the event or not by <DATE>.

Hoping for your presence on that day. We look forward meeting you.

Sincerely yours,