



# **Sample Business Letters**

# Requesting Information

**Dreamtime Movies Universal Ltd**

**54 Oxford Road, Skagnes SK3 4RG**

**Tel: 0223 123 4567 Fax: 0223 765 4321**

**Email: [info@dreamtimemovies.com.uk](mailto:info@dreamtimemovies.com.uk)**

***Date***

**Lingua Services Galactic Ltd**

**69 Milk Street**

**LONDON SW7 6AW**

# Requesting Information

Dear Sirs

## Translation Brochure

I should be grateful if you would send us your brochure and price list about your translation services.

We are currently developing our sales literature and web sites and are interested in translating these into five languages apart from English.

I look forward to hearing from you.

Yours faithfully

*Andrea Philips*

Andrea Philips  
Marketing Manager

# Sending Information

**Lingua Services Galactic Ltd**  
**69 Milk Street, LONDON SW7 6AW, UK**  
**Tel: +44 20 123 4567 Fax: +44 20 765 4321**  
**Email: [info@linguaservicesgalactic.com](mailto:info@linguaservicesgalactic.com)**

***Date***

**Ms Andrea Philips**  
**Dreamtime Movies Universal Ltd**  
**54 Oxford Road**  
**Skagnes**  
**SK3 4RG**

# Sending Information



Dear Ms Philips

## Translation Services & Fees

Thank you for your letter of 22 January enquiring about our translation services.

Lingua Services Galactic offer a full range of translation services to help you in the development of sales literature and web sites. I have pleasure in enclosing our latest brochures and price list from which you can see that our prices are highly competitive.

I look forward to calling you in a few days.

Yours sincerely

*James Brown*

James T Brown  
Sales Manager

Enc: 3



# Letter of Reference

**A.N.Y. Company Ltd**

69 Any Street, Anyville, Anystate

Tel: 0123456789

**Date**

**To Whom It May Concern:**

**Reference for Mr James Blond**

**James Blond joined the A.N.Y. Company in July 1998. Since then he has proved to be a most reliable and effective member of the sales team.**

**James is professional and efficient in his approach to work and very well-liked by his colleagues and executive clients. He is well-presented and able to work both independently and as part of a team.**

**His contribution to all areas of company activity in which he has been involved have been much appreciated.**

**I believe that James will make a valuable addition to any organization that he may join. We deeply regret his decision to move on and I recommend him without hesitation.**

**I would gladly answer any request for further information.**

**Sincerely,**

***Penny Farthing***

**Penny Farthing**

**Managing Director**

# Resignation Letter

22 Tufton Street  
London, SW1P 3TL  
Tel: 020 7593 1760

*November 1st, 2013*

Josie Waters  
Fielders Pharmacy  
14 Broadway  
London, SE1 7DG

# Resignation Letter

Dear Mrs. Waters,

I am writing to provide formal notice of my resignation from Fielders Pharmacy. My last day will be November 14th, 2012.

I trust that two weeks is sufficient notice for you to find a replacement for my position. I would be pleased to help train the individual you choose to take my place.

Thank you for employing me for the past three years. My experience as clerk, supervisor, and floor manager has been very positive and I'm confident that I will use many of the skills I have learned at Fielders in the future.

If you have any concerns, please contact me at my personal email address.

All the best,

*Annie Wright*

Annie Wright

awright@homemail.com



# Lay-off Letter

## **Pino's Pizzeria**

Viale Silvani

10, 2345 Bologna, Italy

Tel:051 520799

*November 30th, 20—*

Joanne Montague

Via Belmeloro 18

40123 Bologna

**Dear Ms Montague,**

**As you are probably aware, the recent smoking ban has had a profound impact on our business. Our sales have dropped 40 percent in the last six months. Though we do not expect this to be a long-term concern for our business, we don't expect sales to return to normal until the summer when our patio opens for the tourist season.**

**Due to the loss in business we regret to inform you that we are laying-off all of our hosts and hostesses for the winter and spring. With business being so slow our servers can handle the task of greeting and seating customers on their own.**

**You are entitled to two week's severance pay, which will be paid in full on your next paycheck. Please come in for any scheduled shifts next week.**

**Thank you for your hard work and dedication at Pino's Pizzeria. Please apply again for our next summer season.**

**Sincerely,**

***Franco Bellini***

**Franco Bellini  
Owner**

**pinopizza@italia.com**

# Letter of Invitation

PJ Party  
22 Yew Street, Cambridge, Ontario  
Tel: 416-223-8900

*April 7th, 20—*

**Dear Valued Customer:**

**Our records show that you have been a customer of PJ Party Inc. since our grand opening last year. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday.**

**Saturday's sales event is by invitation only. All of our stock, including pajamas and bedding will be marked down from 50-80% off.\* Doors open at 9:00 AM sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.**

**In addition, please accept the enclosed \$10 gift certificate to use with your purchase of \$75 or more.**

**We look forward to seeing you at PJ's on Saturday. Please bring this invitation with you and present it at the door.**

# Letter of Invitation



Sincerely,

*Linda Lane*

Linda Lane  
Store Manager

[pjpartyinc@shoponline.com](mailto:pjpartyinc@shoponline.com)

\*All sales are final. No exchanges.

Enclosure: Gift Certificate #345 (not redeemable for cash)

# ACCEPTANCE LETTER

An **acceptance letter** is often written to formally acknowledge an employment offer, the receipt of a gift, or the appointment to a public office. An acceptance letter can also be written to formally accept someone else's resignation.

Consider these tips when writing an acceptance letter:

- ■ Begin the letter by thanking the person, business, or organization.
- ■ Identify what you are accepting and explain what it means to you.
- ■ Thank anyone who assisted you.
- ■ State the terms as you understand them.
- ■ If accepting an employment offer, summarize the start date, job title and description, compensation, benefits, and vacation days offered.
- ■ Use a positive tone.
- ■ Be gracious by showing your courtesy, tact, and charm in your writing style.
- ■ Restate your thanks and appreciation in the closing of the letter.
- ■ Use the spelling checker in your word processor to check for spelling errors.
- ■ Read the letter for clarity and to check for grammatical mistakes.

# ACCEPTANCE LETTER

Acceptance letters are typically written to accept:

- ■ An invitation to a social event
- ■ A job offer
- ■ A request to serve in an honorary position
- ■ A resignation
- ■ An honor
- ■ An invitation to a business appointment
- ■ An invitation to speak
- ■ A gift
- ■ A proposal



Dear Mr. Harrison,

It was a pleasure speaking with you on the phone this afternoon. I am very happy to accept the position of LMS supervisor with Harrison Consultants. Thank you very much for the opportunity to join your team. I am excited about the possibilities for this position, and I am eager to work on the implementation of your new learning management system and corporate online university.

As we discussed in our conversation, my starting yearly salary will be \$50,000. I understand that after being employed for 30 days, I will receive health, dental, and life insurance benefits. After working for Harrison Consultants for six months, I will receive one week's paid vacation.

I am prepared to start work on December 1, 2011 as you requested. If there is any paperwork I need to complete before I start work, or if you need any additional information, please contact me.

I appreciate the help your associate Ken Knox provided by referring me to you for this position.

Thank you.

*Evelyn Wauson*

Evelyn Wauson

# ACKNOWLEDGMENT LETTER

An **acknowledgment letter** is a response that clarifies what is expected from you. An acknowledgment letter should be sent within two days of receiving the original letter, report, order, or request.

Consider these tips when writing an acknowledgment letter:

- ■ Include a short apology if the acknowledgement letter is delayed.
- ■ If you are responding to a complaint, be courteous and apologize
- for any inconvenience or problem.
- ■ Be sincere.
- ■ The letter should be addressed to a specific person if possible.

# ACKNOWLEDGMENT LETTER

Acknowledgment letters are typically written to:

- ■ Accept a request to serve in an honorary position or a resignation.
- ■ Express appreciation for a suggestion.
- ■ Acknowledge a customer's order or donation or payment of an
- overdue balance.
- ■ Acknowledge the receipt of a report or letter, the receipt of a resume,
- or the return of an item for refund, exchange, or credit.
- ■ Confirm an appointment or meeting, a business agreement, or an error,
- revision, or correction.
- ■ Celebrate an anniversary of employment.

# Sample

Isha Foundation  
951 Isha Lane  
McMinnville, TN 37110

August 20, 2012

Jeff Collins  
3111 North Amber Lane  
Nashville, TN 37213

Subj.: Tax Year 2012

**Dear Mr. Collins,**

**Thank you for your recent donation of \$500 for our outreach program, Isha Care. Your gift will allow us to continue our efforts to provide free medical care to the residents of rural Tennessee.**

**Your donation is fully tax-deductible, and this letter may serve as a receipt for your tax records. This letter also verifies that you have not received any tangible benefits in return for your donation.**

**Your generous gift assures a continued investment in the future of Tennessee.**

**Thank you.**

***Dr. Jane Morgan***

**Dr. Jane Morgan  
President, Isha Foundation Inc. USA**

# COMPLAINT LETTER

Complaint letters are written to voice your opinion about something or to let a business know about an unsatisfactory situation. Remember, most errors are unintentional and most businesses want their customers to be satisfied.

When writing a complaint letter, consider the following tips:

- ■ Write your complaint letter to a specific person at the organization, such as the manager, owner, or CEO.
- ■ Write the letter with a positive tone without emotional language or obscenities.
- ■ Keep the letter short, honest, and straightforward without omitting any relevant details.
- ■ Send copies of any accompanying documentation and retain all the originals.
- ■ Do not threaten or make generalizations about the organization.
- ■ If other people you know were also affected by the problem, get multiple signatures on the complaint letter.
- ■ Suggest a solution for the problem without destroying the relationship.
- ■ Include your contact information including your name, address, phone number, and email address.



# COMPLAINT LETTER

Complaint letters are typically written to:

- ■ Complain about the quality of a product or service.
- ■ Complain to governmental authorities.
- ■ Complain to a landlord or neighbor.
- ■ Complain about a billing problem.
- ■ Complain about harassment at work.
- ■ Complain to the news media.
- ■ Complain about an order delay.
- ■ Complain about an invoice.
- ■ Reprimand an employee.
- ■ Request a refund.
- ■ Disagree with a coworker.

# ADJUSTMENT LETTER

**Adjustment letters** are responses to written complaints. The purpose of such letters is to acknowledge the complaint. The letter is also a legal document that records what action will be taken.

Consider these tips when writing an adjustment letter:

- ■ Reference the date of the original complaint letter.
- ■ The letter should review the facts of the case and offer an apology for any inconvenience.
- ■ When there is no truth to the complaint, courteously explain the reasons as clearly as possible.
- ■ When the customer's request is denied, offer some compensation or advice.
- ■ Take a positive approach to the letter to counter any negative feelings of the reader.
- ■ The solution is more important than the reasons why something occurred.
- ■ Cordially conclude the letter and express confidence that you and the reader can continue doing business.

# ADJUSTMENT LETTER



Adjustment letters are typically written to apologize for:

- ■ A defective or damaged product
- ■ A missed deadline
- ■ Making a mistake on a customer's account
- ■ A shipping error
- ■ Damaged property
- ■ Poor quality or service