

Writing Business Letters

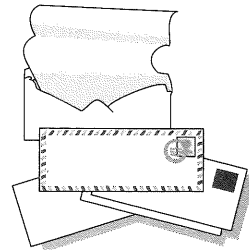
Businesses depend on clear communication with customers and clients. Most business letters use the widely accepted format shown below.

The **heading** is the date on which the letter is written. Insert a comma between the day of the month and the year.

The **inside address** is the recipient's address. It usually has three lines: the name of the individual or business; the street address or post office box; and the city, state, and ZIP code. Capitalize all proper nouns and their abbreviations in the inside address. Remember that any abbreviation in the address must be followed by a period. Insert a comma between the names of the city and the state. No comma is needed between the state and the ZIP code.

The **salutation**, also called the **greeting**, is like the "hello" in a conversation. The salutation usually begins with the capitalized word *Dear* and always ends with a colon. The recipient's name is capitalized. If you don't know the name of the recipient, you may use a general greeting such as *Dear Sir or Madam* or *To Whom It May Concern*.

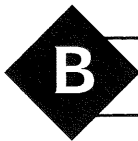
The **body**, the writer's message, comes after the salutation. The first line of each paragraph is indented. The **closing**, which is the letter's "good-bye," follows the body. Only the first word of the closing is capitalized. The closing ends with a comma. The last letter part is the writer's **signature**, which is followed by his or her clearly printed name.



(Heading)	April 8, 2004
(Inside Address)	Brothers Painting Company 3758 Lexington Ave. St. Louis, Missouri 63103
(Salutation)	Dear Sir or Madam:
(Body)	Enclosed please find a check to pay the final installment of my bill.
(Closing)	Yours truly,
(Signature)	Renata Edwards Renata Edwards

Each of the following letter parts contains one or more errors. Rewrite it correctly on the line.

- | | |
|----------------------------|----------------------------|
| 1. july, 10 2004 _____ | 4. dear dr. lee; _____ |
| 2. 1634 superior ave _____ | 5. Dear sir, _____ |
| 3. ogden utah 84401 _____ | 6. very truly yours: _____ |



Practice

The following letter parts are out of order. Most have capitalization or punctuation errors. Using the letter format shown on the previous page, write each letter part correctly in its proper place in the letter form below.

300 Shore rd.

Dear Sir Or Madam, ✓

milwaukee Wisconsin: 53202

Elena Ruiz

wisconsin weekends, Inc

march, 15, 2005 ✓

sincerely Yours;

Elena Ruiz

I am planning a trip to Milwaukee Wisconsin with my family this summer. Please send me information about attractions that might appeal to my daughters, ages five and seven. Thank you in advance for your help.

C Apply

Write a business letter on the lines below. Give the letter today's date. Use the following information: The recipient is Just Right Outfitters, located at 1514 Walnut St. in Portland, Oregon. Its ZIP code is 97205. Tell whoever gets the letter that you purchased a shirt after seeing its picture in a catalog. Explain that the shirt does not match the picture in the catalog, and you are returning it for a full refund. Be sure to capitalize and punctuate the letter correctly.

D Check Up

Read the following letter and note its numbered, underlined parts. Choose the answer that is written correctly for each underlined part.

(1) october 19, 2005

City Day Care

(2) 3435 Burlington blvd

(3) Dallas, texas, 75201

(4) Dear ms. Martin;

I am seeking a position as a preschool caregiver. Having recently earned a certificate in Early Childhood Care from the local community college, I feel I am well qualified in the field. I am anxious to put my child care skills to work in the Dallas area. I am enclosing my résumé for your review. Please consider me for any openings at your center.

(5) Yours truly,

Monique Jimmison

Monique Jimmison

- | | |
|----------------------------|-----------------------|
| 1. A October 19, 2005 | 4. F dear ms. martin: |
| B October, 19, 2005 | G Dear ms. Martin, |
| C october, 19, 2005 | H Dear Ms. Martin: |
| D Correct as it is | J Correct as it is |
| 2. F 3435 burlington blvd. | 5. A yours truly; |
| G 3435 Burlington Blvd. | B Yours truly: |
| H 3435, burlington Blvd. | C Yours Truly, |
| J Correct as it is | D Correct as it is |
| 3. A dallas, texas 75201 | |
| B Dallas, Texas 75201 | |
| C Dallas Texas, 75201 | |
| D Correct as it is | |