

A

Introduce

Writing Business Letters

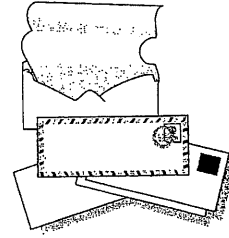
Businesses depend on clear communication with customers and clients. Most business letters use the widely accepted format shown below.

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

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 | |

A: Read this letter.

June 3, 2017

Dear Mom,

I am writing to you to tell you about some problems I have been having for a while. I hope you can give me some good advice about what to do! I'm a little bit scared.

As you know, my husband, Bob, went to Europe for his job a couple of weeks ago. I always feel lonely when he is gone, but this time I feel other things too. Since he has been gone, many things have been happening to me and I don't know why. As always, I go to bed around 10 p.m. every night. Nowadays, though, when I wake up in the morning, I am still exhausted. And sometimes when I wake up in the morning, I feel very nauseous. I usually feel better before I have to go to work, but I'm afraid I will have to call in sick if this situation doesn't change pretty soon. And I'm very hungry at different times of the day. Another strange thing that happens is when I stand up, sometimes I get dizzy and have to sit right back down. Oh, Mom, what should I do! I am so worried.

I have to tell you about one more thing. Last night I decided to watch a funny movie I borrowed from the library. It was a comedy, but I didn't laugh once! Even worse, I cried through the entire movie.

Love, Sue

B. Answer the questions. Use complete sentences.

1. Who wrote this letter? _____
2. Who did she write this letter to? _____
3. Why did she write this letter? _____
4. When does she go to bed at night? _____
5. What two things does she feel in the morning? _____
6. What two things happened to her last night? _____

7. What do you think is wrong with her? _____

C. On the back of this paper, write a letter to a relative or friend about a question or problem you have.

