BUSINESS LETTERS, FORMAL EMAILS

LANG 202

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Department of Science & Humanities
MIST

BUSINESS LETTERS

- ***Usage:***

✓ One company to another company

✓ Internal communication between employees of the company

- ***Features:***

✓ Short and simple

✓ Direct approach

✓ Purpose: First sentence

- [In case of bad news, second or third sentence]

TYPES

1. **Acknowledgement Letters:** The receipt of something – a fact or an error

2. **Complaint Letters:** To bring to notice an error or a defect

- applicable to a company or an individual
- typically seek a redress or adjustment
- express displeasure formally without rude tone

TYPES

3. Adjustment Letters: Follows the complaint letter

- Tone: humble

4. Inquiry Letters:

- Letter of request for something
- Response to a request sent by someone

SAMPLE BLOCK STYLE LETTER

Sender's address

Sender's phone number

Today's date

RE/Subject: what the letter is about

Recipient's name Recipient's company name

Recipient's address

Dear Name,

In this type of block letter, all the paragraphs line up at the left margin. There is no indenting of the paragraphs. The margins should be set to 1-1.5" all the way around the page. If you are using company letterhead, you will need to account for that in figuring the margin where the letterhead is placed on the page.

You only need to single-space between sentences. Leave an extra open line between paragraphs.

Sincerely,

Signature here

Add name, add title

Enclosures:

cc:

Sample Complaint Letter

Company, Inc.
123 Alphabet Drive
Los Angeles, California 90002
555-555-5555
11 May 2023
RE: **Order Deficiency**

Lily Albert
Customer Service Representative
Widgets Galore, Inc.
987 Widget Street
Miami, Florida 33111

Dear Ms. Albert,

I am writing this letter to address a problem we have encountered with your order department on the last two occasions we have purchased from you. Both of our last two orders with your company were not completed in full. They were both missing one ream of paper, totaling 1,000 sheets of paper in all. While one oversight is acceptable, I am hoping this is not becoming a pattern.

I would like for this situation to kindly be rectified by the two reams of paper being replaced and sent to my attention. We have enjoyed doing business with your company over the years and look forward to this situation being addressed so we can move forward and continue to do so. Please feel free to contact me if you have any questions regarding this matter.

Sincerely,

Signature here
Michael Scott, Quality Control Supervisor
Enclosures: copy of both recent packing slips and orders
cc: Accounting department
Paper pusher department

Replying to complaint

Widgets Galore, Inc.
987 Widget Street
Miami, Florida 33111
555-444-4321
14 May 2023
RE: **Response to deficiency of order**

Michael Scott
Company, Inc.
123 Alphabet Drive
Los Angeles, California 90002

Dear Mr. Scott

Thank you for letting us know you haven't yet received your order. I sincerely apologize for the inconvenience and understand your frustration.
According to our records, your package was sent out from our warehouse on 9 May 2023. I've looked into your order's status via UPS and it is currently listed as ‘shipped’ and is expected to arrive by 17 May 2023. To stay updated with your order's status, you can visit this link: https://www.ups.com/track?loc=en_US&tracknum=.

In the meantime, I've shared your feedback with our team and we're committed to do everything we can on our end to prevent shipping delays.
If you don't receive your delivery by the expected arrival date, please let me know. We appreciate your business and hope to continue serving you.

Sincerely,

Lily Albert, Customer Service Representative

Requesting for Information

Company, Inc.
123 Alphabet Drive
Los Angeles, California 90002
555-555-5555
11 May 2023
RE: **Delivery of widgets**

Lily Albert
Customer Service Representative
Widgets Galore, Inc.
987 Widget Street
Miami, Florida 33111

Dear Ms. Albert,

I am writing you concerning a recent purchase of widgets. Approximately two weeks ago, on April 30, I ordered a total of 50 widgets for Company, Inc. via the Widgets Galore client webpage. I received an email notification two days later confirming the receipt of payment and the shipment of the widgets. According to your website, shipments should reach their destination within 3-5 business days of being sent, but I have yet to receive the widgets. Do you have any information on what may have happened to delay the shipment or where the shipment is currently?

I have worked with Widgets Galore, Inc. in the past and have the greatest confidence in your products and customer service. We need the shipment of widgets soon, however, and I hoped you might be able to provide me with an idea of when I can expect them. Thank you in advance for any help you might be able to offer.

Sincerely,

Lily Albert
Vice President of Company, Inc.

Points to Remember:

- ✓ Correct name and title of the recipient
- ✓ Proper salutation
- ✓ No use of jargon
- ✓ Special care about the tone of the letter
- ✓ Font: Times New Roman/Ariel
- ✓ Letterhead
- ✓ Paper Size: 8.5’ × 11’

Email

Features:

- ✓ Electronic mail
- ✓ Sent through internet
- ✓ For : quick and easy internal communication
  everyday use

Purpose:

- ✓ Setting up a meeting
- ✓ Passing on information
- ✓ Making-replying to a request

Disadvantages:

- ✓ Junk-mail
- ✓ Technical problems
- ✓ Security

Email address:

coxc@betterlife.org.uk

Here, cox = surname

c = initial

betterlife = name of their organization

org = type of organization [non-profit-making organization]

uk = country

Layout

Subject: [Brief and clear subject]

Dear [Recipient name],

My name is [your name], and I am [explain relation or relevance to recipient]. I am writing to [state reason for contacting recipient].

[Offer some background about yourself and explain your intentions]. [Provide any additional important information, keeping your message brief].

Thank you for your time. I hope to [speak with/hear from/meet] you soon.

[Formal closing],

[Your name]

[Professional contact information]

From: rahmans15@ce.bibr.ac.bd

To: parvinnadia1985@yahoo.com

Subject: Application for leave of absence

Dear Sir,

I am Sadiqul Rahman and I am a current student of 2nd year 3rd semester, Department of Physics, University of Scholars. Sir, I am writing this email for a leave of absence due to sickness.

Sir, I had been suffering from fever for seven days (24 January 2023 to 30 January 2023) and thus missed two classes of course 201 with you. The classes were held in 24 January 2023 and 28 January 2023. Therefore, I am requesting you to grant me a leave of absence for these days.

Sir, I hope that you will understand my situation and will be considerate enough to grant me this leave. I have attached my medical reports along with this mail.

Thank you, Sir.

Sincerely,

Sadiqul Rahman

Roll: 08

2nd Year 3rd Semester

Department of Physics

University of Scholars

Enc. Medical Reports

ANY QUESTIONS?