

The background features a vertical gradient from dark red at the top to orange at the bottom. Scattered throughout are various leaf silhouettes in shades of orange and red, some with visible stems and veins.

Letter Writing

Letter Writing

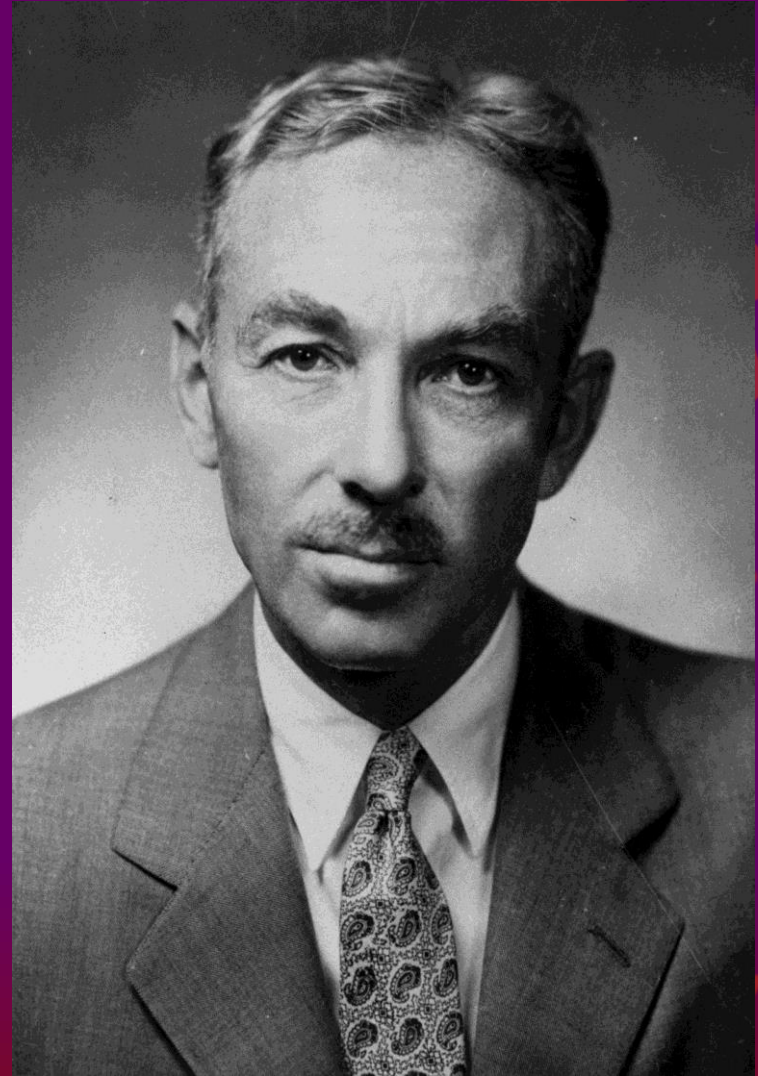
Letter: A written or printed communication directed to a person or organization.

Letters may be created and sent as:

- 1. E-mail or electronic transmissions (including fax mails)**
- 2. Hand-delivered transmissions**
- 3. Regular mail transmissions**

Why letter writing matters?

“A writer, writing away, can always fix himself up to make himself more presentable, but a man who has written a letter is stuck with it for all time.” E. B. White



Therefore . . .

- 1. Letters should be truthful as they may become a permanent record of what you know, think or feel at the time you are writing the letter.**
- 2. Letters have come back to haunt many people.**
- 3. Letters reflect the character and communication skill of the writer.**

Letter Writing Etiquette

When should you write a letter?

1. To thank someone who has been gracious, kind or helpful to you.
2. When you need assistance or answers to help you make intelligent decisions.
3. To respond to a letter or letter request that you have recently received. (do not wait too long)
4. To create legal documents that record information and support claims.
5. To show that you are a courteous, professional, detail-oriented person who is aware of etiquette

Categories of Letters

Business Letters: more formal writing that may share elements of essay writing

Personal Letters: often informal; may be addressed to a friend or familiar acquaintance about a personal subject; may regard a personal problem, issue or even a personal business matter pertaining to ones personal finances or personal legal matters)

Business Letters

Business letters are documents created to:

1. **Persuade or inform readers (Ex: a letter from a candidate requesting your vote)**
2. **Analyze a concept or situation (Ex: a letter from the human resources manager explaining the new payroll deposit system to company employees)**
3. **Propose a solution (a letter offering a plan to reduce or prevent school violence)**
4. **Correct some perceived error or miscommunication. (Ex: a letter to a creditor about a billing error you have noticed)**

Types of Business Letters

1. Acceptance Letter (yes/ legal)
2. Acknowledgement Letter (Receipt)
3. Adjustment Letter (a legal document / addresses a complaint or claim)
4. Application Letter (request job consideration/ interview)
5. Complaint Letter (a legal document)
6. Cover Letter (accompanies resume or order)
7. Inquiry Letter (posing a question)
8. Order Letter (request letter)
9. Refusal Letter (reject an offer)
10. Response Letter (answers inquiry)

Parts of a Business Letter

1. **Heading (sender's return address and date)**
2. **Inside Address (recipient's address)**
3. **Salutation (greeting)**
4. **Body (paragraphs)**
5. **Complimentary Close**
6. **Signature Line (with or without title)**
7. **Enclosure (optional)**
8. **cc notation (copies sent to others)**
9. **Sender/typist initials (optional)**

Letter head

Vancouver Manufacturing
9102 NW 99th Street, Vancouver, Washington 98665
(800) 555-1212 – www.example.com

September 25, 2005

Mr. John Taylor
Director of Operations
ABC Corporation
100 E Main Street
Vancouver, WA 98685

Dear Mr. Taylor:

As our new letterhead indicates, we have recently changed the name of our business from Fort Vancouver Manufacturing to Vancouver Manufacturing.

There has been no change in management and we will be providing the same products and fine service on which we have built our reputation in the industry. We would appreciate it if you would bring this announcement to the attention of your accounts payable department and direct them accordingly.

Thank you for being one of our valued customers. We appreciate your cooperation in this matter.

Al Olsen
President, Vancouver Manufacturing

1. Block Style

(Simplified)

Letter Format SAMPLE

Everything flush to left margin with no indents.

Signature Block: Align this with the Complimentary Close. **Leave four blank lines** to sign your name. Don't forget to **sign your name** exactly as you typed it. Your title is optional and depends on the relevancy and degree of formality you need or want to establish

1. Salutation / Greeting

A Business letter's text starts with a simple and professional greeting such as,

Dear

+

Mr./Ms./Title

+

Last name of Person

Examples

Dear Dr. Smithsonian:

Dear Ms. Cleopatra:

The difference between personal and business letter greetings is that a colon (:) follows the greeting of a business letter and a comma (,) follows the greeting of a personal letter

2. Body

A generally acceptable format for the body of most business letters is block style, with no indentions or centering of any parts.

Paragraphs should also be single spaced within the paragraph and double spaced between different paragraphs.

Body

Each paragraph in the business letter should contain different topics.

The first paragraph should grab attention and state the reason for the letter.

The middle paragraphs, as in most letters, should support your reason and go into details.

In the final paragraph, it professional etiquette for the writer to thank the reader for taking his or her time to read the letter.

3.Closing

The end of a business letter marks the biggest difference between business and personal letters.

The ending of a business letter usually states 'Sincerely,' followed by three blank lines for the writer's signature and then the writer's typed name.

Types of Personal Letters



1. Apologies
2. Appreciation and Thank You: For favors, kindness or generosity
3. Congratulations
4. Personal Complaints
5. Invitations
6. Offering Condolences (sympathy or get well)

Salutation
(Greeting)

December 4, 2007

Date

Dear Maxwell,

I just wanted to take a moment to write to you to express my thanks for the extra tutoring help you gave me this fall as I struggled in my Math 1112 course. People like you make our world a better place simply because you take the extra time to help others overcome fears and learn important skills. I think I can safely say, you are going to make a great math teacher one day!

You stand head and shoulders above others in the field of math and I so appreciate the information, time and patience you provided to me. So, once again, thank you so much for everything, and especially for encouraging me!

Closing

Best wishes,

Signature

Rita Person

Special stationery