

Business Letters: Introduction

Business letters usually include:

An opening paragraph

The first paragraph should state the purpose of the letter so that the reader knows what to expect. You can use phrases like: *I am writing to inquire about .../thank you for .../apply for the position of .../complain about .../request ...*

The body of the letter

The body of the letter should provide enough information for the reader to develop a good understanding of the situation.

A concluding paragraph

The end of the letter can sometimes state an action you want the reader to take (e.g., *Please give this matter your immediate attention*). It might include a reference to future contact with the reader (e.g., *I look forward to meeting with you to discuss this matter in greater detail; I look forward to hearing from you in the near future*). It may include a statement to thank the reader for their time, assistance, etc. (e.g., *Thank you for your assistance with this matter.*)

See the sample below.

RFC Enterprises

Dear valued customer:

Please be advised that as of Monday, November 22, 2010, RFC Enterprises will be moving to our new offices.

Our new location is 200 Madelen St., Orillia, Ontario. Our new telephone number will be (555) 555-5428. Our Manufacturing Division will remain at 444 Santa Fe Avenue in Bracebridge. Please direct all future communication to our new location.

We look forward to continued business with you.

Sincerely,

Martin Blanic
Marketing Manager

1 Complete the following sentences with an appropriate word. Decide whether your completed sentences belong in the opening paragraph (O), in the body (B) or in the closing paragraph (C) of a business letter.

- | | O | B | C |
|--|--------------------------|--------------------------|--------------------------|
| 1. If you require any additional _____, please do not _____ to contact me at 905-345 1212. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. _____ please find a copy of our latest catalogue. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The shipment was _____ on October 30, 2010, and the invoice was signed by John Smith in your Receiving Department. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. I look forward to meeting with you at your earliest _____. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. I am writing to _____ about the service I received at one of your stores. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Your immediate _____ to this matter would be greatly _____. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. This letter is in _____ to your phone call of June 17, 2010. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. I can be _____ at cathy.pearson@tgb.com if you require further _____. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. When I tried to return the microwave oven at one of your stores, the sales associate told me that the company would not _____ my money. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |