

Business Letters

A Business Letter in Full Block Format

Block formatting, in which all document sections are left justified, is a formal choice of page layout for business memos, letters and reports. A subject line may be added if desired.

127 Main Street
Townsville, MA 56789
February 17, 2006

Mr. John Smith
Customer Service Department,
PQR Inc.
354 Broad Avenue
Lake City, NY 23456

Subject: Organizing A Business Letter

Dear Mr. Smith:

In the first paragraph, give good news or make a neutral statement if you have bad news. If this is a persuasive letter, grab the readers' attention immediately.

In the body of the letter, provide related business information in the case of good news. In the case of bad news, give reasons for the bad news, and then state the news itself clearly and concisely.

In the case of a refusal or rejection, add a separate paragraph offering alternative solutions.

No matter what the news, always end with a positive closing. For a good news message, you can refer to the news again.

Sincerely,

Your Name

A Letter in Modified Block Format

Modified block format is an alternative to full block format and is used only in business letters. When using this format, the return address, dateline and closing are placed two-thirds of the way across the page.

127 Main Street
Townsville, MA 56789
February 17, 2006

Mr. John Smith
Customer Service Department,
PQR Inc.
354 Broad Avenue
Lake City, NY 23456

Dear Mr. Smith:

In the first paragraph, give good news or make a neutral statement if you have bad news. If this is a persuasive letter, grab the readers' attention immediately.

In the body of the letter, go on to provide related business information in the case of good news. In the case of bad news, give reasons for the bad news, and then state the news itself clearly and concisely.

In the case of a refusal or rejection, add a separate paragraph offering alternative solutions.

No matter what the news, always end with a positive closing. For a good news message, you can refer to the news again.

Sincerely,

Your Name