

How to write a business letter.

Structure of a business letter.
Do's and don'ts.

Dialogue Have you written that letter?

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REF. 2h002

12 Rose Avenue
2015 Westbrook
johnjo@gmx.de
November 21, 2020

Mr. Jones
12 Hillside Avenue
9890 London

Your Application dated October 25, 2020

Dear Sir / Madam,

OR if a name has been given:

Dear Mr. Jones, Dear Ms. Jones, (Ms can be Miss or Mrs)

OR very formal:

Sir / Madam

With reference to (your application dated October 25, 2020)

Business letters usually have 3 paragraphs:

1. more information about the reference, that is what the letter is about; (in this case the application)
2. detailed information about any action already taken,
3. what do you want.

SOME phrases about an application for a job

We regret to inform you that...

We are pleased to inform you that

We would like to invite you to an interview on... at....

Please let us know if that date suits you.

Your expenses will be refunded at the rate of

We have booked accommodation for you at.....

We wish you well on your way ahead.

Yours sincerely

Name.....

Director Human Resources (Position in the organisation)

PS Attached please find..... (Any possible documents / attachments)

=====Note!=====

Address at the top and the **date**.

Person or company name on top left.

Re : what this letter is about (**Re** - **Re** stands for **refer to** - considered to be old fashioned)

The person it is addressed to: **DO NOT USE** Dear Sir or Madam !!! Use a slash / Dear Sir/Madam.

Note the letter ending.

Remember the use of PS.

Business Letters

Use **SHORT sentences** - easier to read and you will make less mistakes.

Use **paragraphs** - well structured letter.

Be **to the point** - say what you want to say and avoid unnecessary information.

Be **polite** - being rude will get you nowhere.

Do **NOT** use abbreviations such as don't, can't etc.

Use **WHITE spaces between paragraphs** - don't cram everything together - difficult to read

I - always with a capital letter.

FURTHER HINTS when there is a problem (as a customer) -

1. Never be emotional, subjective, sarcastic or rude.
2. Do **NOT** criticise, accuse or threaten.
3. Stick to the facts and state them objectively.
4. Explain the problem.
5. Suggest a solution.
6. Be firm about what you expect, but remain polite and tolerant,
7. Enclose all the necessary documents (copies!!!)

FURTHER HINTS when there is a problem (as a business)

1. Try to see the problem from a customer's point of view.
2. Always be friendly and show understanding.
3. If your organisation is at fault, explain why and apologise.
4. Do not be too apologetic, concentrate on the case and supply a possible solution.
5. Explain how you intend solving the problem.
6. Reply immediately.