

CLASSIC CLASSES (ANKUL SIR)

We stress learning, not teaching.....

Elements of Business/formal Letter Format

- 1
Return Address Line 1
Return Address Line 2
- 2
Date (Month Day, Year)
- 3
Mr./Mrs./Ms./Dr. Full name of recipient.
Title/Position of Recipient.
Company Name
Recipient's Address Line 1
Recipient's Address Line 2
- 4
Dear Ms./Mrs./Mr. Last Name:
- 5
Subject: Title of Subject
Body Paragraph 1
.....
.....
Body Paragraph 2
.....
.....
Body Paragraph 3
.....
.....
- 6
Closing (Sincerely...),
- 7
Signature
- 9
Your Name (Printed)
Your Title
- 10
Enclosures (2)

Explanation:

1 Your Address

The return address of the sender so the recipient can easily find out where to send a reply to. Skip a line between your address and the date

2 Date

Put the date on which the letter was written in the format Month Day Year i.e. August 30, 2003. Skip a line between the date and the inside address.

3 Inside Address

The address of the person you are writing to along with the name of the recipient, their title and company name, if you are not sure who the letter should be addressed to either leave it blank, but try to put in a title, i.e. "Director of Human Resources". Skip a line between the date and the salutation.

4 Salutation

Dear Ms./Mrs./Mr. Last Name:, Dear Director of Department Name: or "To Whom It May Concern:" if recipient's name is unknown(in case of Affidavit etc) .

Note that there is a colon after the salutation. Skip a line between the salutation and the subject line or body.

5 Subject Line

Makes it easier for the recipient to find out what the letter is about. Skip a line between the subject line and the body.

6 Body

The body is where you write the content of the letter; the paragraphs should be single spaced with a skipped line between each paragraph. Skip a line between the end of the body and the closing.

7 Closing

Let the reader know that you are finished with your letter; usually ends with Sincerely, Sincerely yours, Thank you, and so on.

Note that there is a comma after the end of the closing and only the first word in the closing is capitalized.

Skip 3-4 lines between the closing and the name, so that there is room for the signature.

8 Signature

signature will go in this section.

9 Name

The printed version of sender's name, and if desired can put title or position on the line underneath it.

Skip a line between the printed name and the enclosure.

10 Enclosure

If letter contains other document other than the letter itself your letter will include the word "Enclosure." If there is more than one you would type, "Enclosures (#)" with the # being the number of other documents enclosed, not including the letter itself.

Important Points:

1. State your reason for writing in the first paragraph and stay on track.
3. Always include specific information that will help ease the recipient's task. (For instance, if you are writing to a bank, mention your account number).
4. If you refer to other correspondence, quote date of the letter/s reference numbers, file numbers, order numbers, cheque number with date.
5. Gently and respectfully direct the recipient's course of action.
6. Informal expressions, greetings or contracted forms of words should not be used.
7. The language should be simple, straight forward and to the point.
8. In letters to the editor – Do not ask the editor to solve the problems.
9. In job application letters Curriculum-vitae (CV) /Bio-data/ Resume/ should be written. It should not be included in the body of the letter but after the complimentary close as enclosure.

Sample Business Letter

3519, Sanik Street,
Mount Abu, Rajasthan (Pin Code).

April 5, 2016

Mr. Shiv Kumar,
Accounts Payable,
The Cooking Store,
765, Rajasthan Plaza,
Industrial Point, Rajasthan.

Dear Mr. Shiv Kumar:

Subject: Late Payment Reminder.

It has come to my attention that your company, The Cooking Store has been late with paying their invoices for the past three months.

In order to encourage our customers to pay for their invoices before the due date, we have implemented a discount model where we'll give you 2% off your invoice if you pay us within 10 days of receiving the invoice.

I hope that everything is going well for you and your company. You are one of our biggest customers, and we appreciate your business. If you have any questions, feel free to contact me at (555) 555-5555.

Looking forward to a very positive response.

Sincerely,

Signature

XYZ
(Accounts Receivable)

20, Jawahar Nagar,
Jaisalmer 2049, Rajasthan.

24 April 2016

M/s Cool Home Appliances,
20 Nehru Marg,
Kushambey,
New Delhi 110026.

Sir

Sub : Complaint about the malfunctioning of
grinder-mixer.

Reference : Cash Memo No DC-98765 dated
17.4.2015

I wish to bring it to your notice that I purchased a
'grinder-mixer' from you on 17 April, 2015 (Vide
Cash Memo No DC-98765, dated 17.04.2015). The
cooler did function well in the beginning for one and
a half months and then it started giving problems.
The problems are - leakage, heavy noise while
working and high consumption of power.

Kindly take immediate step to either repair the
appliance or replace it as it is still under warranty
period.

Yours faithfully,
XYZ
(XXX)

Frequently made mistakes:

- Write your address only (don't write your name here) in the first block only. Never write your address in the second block which is meant for the person you are writing the letter to.

Address should be in the following order:

- House/Building Number and Street name:
33, Kali Bari
- City and Postal Code: New Delhi - 110001
- Country: India

- Never start **Subject line** with: Regarding, about, the application for etc.
- Always write date in Month Day Year format i.e. August 30, 2016. Avoid 30/8/2016 as it may lead to confusion.
- Never write to whom it may concern after Dear i.e. Dear whomsoever it may concern, (x). We write 'to whomsoever it may concern' when we do not want to address a particular person. The usage is more specific to affidavits.
- Never use apostrophe in yours. i.e your's (X)

INFORMAL LETTER

An informal letter is a letter that is written in a personal fashion. You can write them to relatives or friends, but also really to anyone with whom you have a non-professional relationship with, although this doesn't exclude business partners or workers with whom you're friendly with either.

Following are the basic elements:

- address
- date
- opening
- text / body / content
- closing / end
- signature

Address

Your personal address should be located at the top right corner of the page, since you do not always know if someone has your address in case they want to reply.

Example:

- Street name and number: 33 Kali Bari
- Postal code and city: 110001 New Delhi
- Country: India

Addressee:

The addressee or receiver's address is usually located on the front of the envelope. You can, however, also choose to place it at the top left of the letter, just below your own address.

Example:

- Sur name, last name: Ujwal Jain
- House/building number and Street name: 21, River Road
- city and Postal code: Kolkotta - 20031
- State or Province: W. Bengal,
- Country: India.

Date

Example:

- English letter: 22 November, 2016
- American letter: November 22, 2016

Body

The contents of your letter should be written in a personal and friendly tone. However, it's important to adjust your use of language to the person you are writing to. A good way of assessing how you should write is to think about how you would interact with each other in real life. For example, ask a few polite questions "How are you?" or "How was your holiday?"

- In the first paragraph of your body, you should state your reason for writing.
- In the second and following paragraphs, expand on what you mentioned in the first paragraph.
- In the final paragraphs, you can make some concluding remarks.

Opening

There are a few things one should know about in terms of addressing someone properly in an informal letter.

- First of all, in British English there is no period after "Mr," but in American letters there is one.
- Secondly, women are addressed as "Mrs." if they are married, and with "Ms." when they are not.

Examples:

This heavily depends on how well you know the person in question. Carefully consider your relationship with him or her. You could simply say: "Hi Balvinder," but it is always safer to just say "Dear Balvinder," (Never forget the comma!)

Sample Opening Sentences

Your opening should be casual, and not as stiff as they would be in business letters.

Examples:

- How are you?

- How have you been?
- How is life treating you?
- How are the kids?
- I hope you are doing well
- I hope you, Mike, and the kids are having a great time in. . .

Ending

Closing sentences examples:

- I am looking forward to seeing you.
- I can't wait to see you soon.
- I can't wait to hear from you.
- I am looking forward to hearing from you, I hope to be hearing from you soon.
- See you soon.
- Send my love to. . .
- I hope you are doing well.
- Give my regards to. . .

Signature

In terms of signing off, the choice is yours and you have a lot of freedom here. Here are some examples:

- Best wishes,
- Best,
- Kindly,
- Kind regards,
- Best regards,
- Lots of love,
- Love,

