

# Business Letter Basics

QUESTIONS

# Which date format should NOT be used in an English business letter?

October 18,  
2002



18 October  
2002

18.10.200  
2

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Which date format should NOT be used in an English business letter?



**WRONG!**

**BACK**

You start a business letter to the U.K. with '**Dear Sir or Madam**'. What should the complimentary close be?

**Yours  
faithfully**

**Yours  
sincerely,**

**Yours  
faithfully,**

**Sincerel  
y,**





ERRO

R

[BACK](#)





*Congratulations!*

**YES!**

# Where can the subject line in an English letter be?

**BETWEEN THE SENDER'S NAME AND THE RECIPIENT'S ADDRESS.**

**BETWEEN THE BODY OF THE LETTER AND THE COMPLIMENTARY CLOSE.**

**BETWEEN THE SALUTATION LINE AND THE BODY OF THE LETTER.**





*No, the subject line should be somewhere else.*



**BACK**

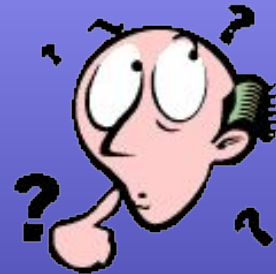


**Good! This is where you MAY put  
it.**

You write a letter to the UK starting  
**'Dear Ms. Black,'**  
How should this letter end?

**Love**

,



**Yours**

**faithfully,**

**Yours**

**sincerely,**





WRONG!

BACK



IT'S REALLY SO!

The first goal in writing a business letter is  
to get the recipient's ...

attentio

n



servic

es

trad

e

addres

s



OOPS!



BACK



YOU'RE RIGHT

## The enclosure notation represents...

that you have left  
out a part of the  
letter and need  
to mail them  
another letter



that there is  
something else  
besides the  
letter included  
in the envelope

the typists  
name





**NO!  
TRY  
AGAIN**





CORRECT

**Our address and phone number are  
shown on our...**

**inside  
address**

**salutation**



**enclosure  
s**

**letterhead**



**WRONG!**





*Congratulations!*

**YES!**

**Traditionally, where should you place  
the date on your letter?**

**In the middle of the  
paper**

**On the top left of the  
paper**

**At the end of the  
letter**

**On the bottom  
right**







← BACK



RIGHT YOU ARE!

**When keying in a personal business letter that is in block style, the block style means...**

**All parts of the letter, except the salutation are typed at the left margin**

**All parts of the letter should be typed at left margin**

**All parts of the letter, except the return address are typed at the left margin**

**All parts of the letter should be centered**







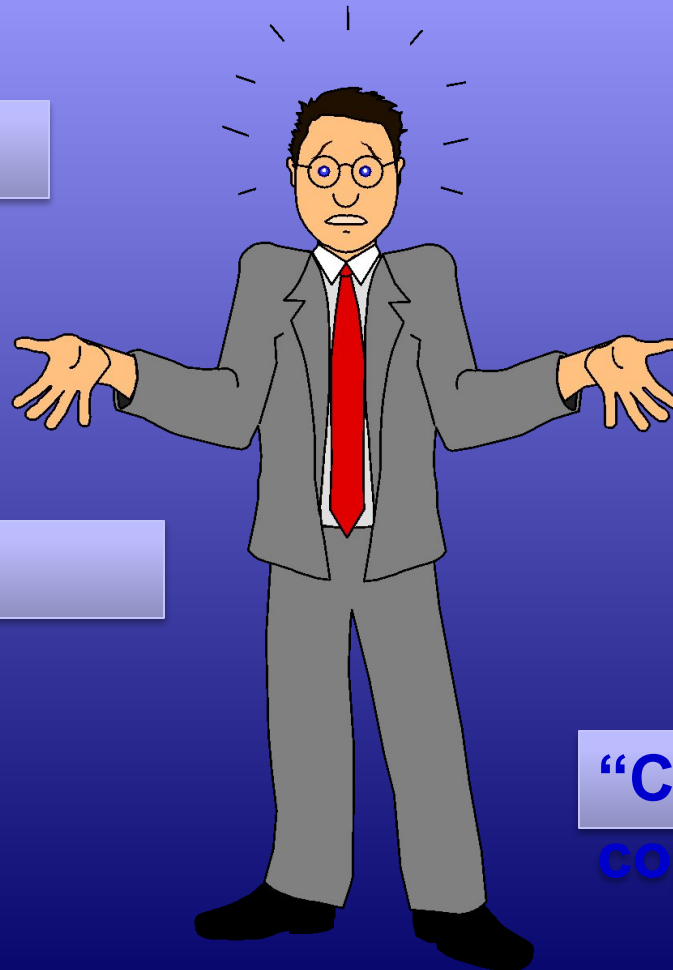
**TRY AGAIN**





If we don't want the named recipient to know that other people have received copies we use:

**“Secret  
copies”**



**“Blind  
copies”**

**“Blind carbon  
copies”**

**“Confidential  
copies”**



OH, NO! THINK IT OVER!



**BACK**

