



# PARTS OF A BUSINESS LETTER

# Writing hints of business letter parts





# HEADING OR LETTERHEAD

**THE HEADING OF A LETTER IS SIMPLY THE PRINTED LETTERHEAD ON THE COMPANY STATIONARY GIVING THE COMPANY NAME, ADDRESS(ES), PHONE NUMBER(S), THE NAME OF AN OFFICER OR CORRESPONDENT.**

**IF THERE IS NO PRINTED LETTERHEAD, TYPE THE COMPANY NAME, ADDRESS, AND PHONE NUMBER IN THE UPPER RIGHT-HAND CORNER OF THE PAPER ABOUT ONE AND ONE-HALF INCHES (~ 3.8 CM) FROM THE TOP AND FLUSH WITH THE RIGHT MARGIN.**

**Capital Supplies  
8995 Camden Rd. • Williamsburg, WI 63094**

# DATELINE



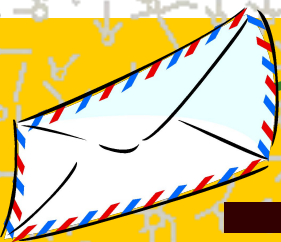
- April 17 20\_\_
- April 17, 20\_\_



**The most common used**

- 17 April 20\_\_
- 17<sup>th</sup> April 20\_\_





## INSIDE ADDRESS

Mr. Alfred McKenna, Treasurer

The name, the title

Finance and Accounting Department

Company department (if any)

Warren, Hanson & Associates

Company name

459 Third Avenue

Mailing address

New York, New York 10017

Zip code

USA

Country



## INSIDE ADDRESS

- When you need to address more than one person in a company, list their names in alphabetical order on separate lines.

Ms. Joan Sample  
Mr. Norm Zuefle



# INSIDE ADDRESS

## STREET ADDRESSES AND P.O. BOX NUMBERS

- Suite, room, or apartment numbers follow the street address. They appear on the same line, separated by a comma.
- If you need to list both the street address and the post office box.
- Numbered streets ten and below are written out. Above ten, they are typed in figures
- Insert a hyphen between building and street numbers when both are written as figures.

6571 Duluth, Suite 407  
Michigan City, Michigan 49254

973 West Ontario, Apt. 14  
Miami, Florida 33139

Ace Hardware  
260 Central Avenue  
**P.O. Box 117**  
Rosemont, Illinois 60018

Ace Hardware  
P.O. Box 117  
**260 Central Avenue**  
Rosemont, Illinois 60018

Sixth Avenue

33<sup>rd</sup> Street

1435 – 33<sup>rd</sup> Street



# REFERENCE LINES

ARE USED TO CALL SPECIAL ATTENTION TO THE SUBJECT OF THE LETTER OR SINGLE OUT A PARTICULAR PERSON TO WHOM THE LETTER IS ADDRESSED IN A COMPANY

Personal and Confidential (Personal or Confidential) is typed in initial capitals and underscored before the inside address

“**Attention**” is typed below the inside address. It is followed by a colon and are not underscored.

## Personal and Confidential

**Ms. Jane Purdy, Vice  
President  
Trust Department  
First National Bank of  
Atlanta  
900 Grove Street**

**Personnel Department  
Western Utilities, Inc.  
817 West Main Street  
Denver, Colorado 80061**

**Attention: Reena Culver, Data  
Processor**





# REFERENCE LINES

**“Subject”** summarizes the topic of the letter in a few words. It is centered about two lines below the salutation, or in Simplified format, which has no salutation, it is typed three lines below inside address.

Some letters have a reference lines for use in further correspondence about the subject discussed in the letter. Type the reference number cited about four lines below the date and flush with the right margin. If a company also uses file reference numbers, type this number one line below the incoming reference. Such lines are often used to refer to documents, purchase orders, and other numbered items.

**Mr. Earl Jacobs, Sales Manager  
Merchant’s Restaurant  
633 South Dearborn  
Leland, Kansas 67073**

**Subject: Delivery of red snapper  
catch**

*Letterhead*

**February 4, 200\_\_**

**Reference: P.O. #46-555-02  
Our File Ref: Invoice #701**



# SALUTATION

Dear Ms. (or Miss or Mrs.) Culver:      If you know the name

Dear Mr. Jacobs:

Dear Frank:

If you don't know whether the recipient is a man or woman

Dear Sir or Madam:

Dear Sir (Sirs):

If you don't know the name

Dear Madam:

Ladies and Gentlemen:



# SALUTATION

Dear Personnel Director:

If you know the title

To Whom It May Concern:

If you don't know reader's  
gender, use a nonsexist  
salutation



# BODY OF THE LETTER

**IT IS BEST, EVEN FOR A SHORT LETTER, TO DIVIDE THE BODY INTO AT LEAST TWO OR THREE PARAGRAPHS.**

## PARAGRAPH ONE

**State your purpose**

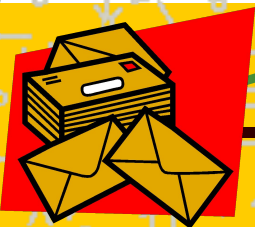
This part is usually a short paragraph. Anything too long will cause the reader to lose patience.

Begin with information that catches the reader's attention and refers to some need or interest of the reader. Refer to a previous letter, contact or document. Put the "you" into the letter.

## PARAGRAPH TWO

**Explain what you want to happen or explain the information you have**

It explains the information you are giving, or it explains what you want the recipient to do. It doesn't need to be elaborate, but it does need to include all of the information the recipient needs. If you have a lot of information, break it into short paragraphs, make a list or refer to an attachment. Underlining essential information is one way to highlight key points for your reader. Your letter should be organized to help the recipient understand what to know or what to do.



# BODY OF THE LETTER

## PARAGRAPH THREE

**Request a dated  
action, conclude or  
thank  
the reader for his  
response**

**It is usually a short paragraph. Depending on the purpose of the letter, it will do one of three things:**

- **Conclude.**

In an informational letter, this allows you to point out the most important item or draw all your key points into one statement.

- **Request action.**

In letters that require a response, such as collection letters, you define the action you want the recipient to take. In this part, you tell the reader what to do and when to do it. Being vague gets vague results. Be specific.

- **Thank the reader.**

In some letters, this part is simply a thank you for the recipient's attention, response or concern.

Capital Supplies  
8995 Camden Rd. • Williamsburg, WI 63094

October 2, 20XX

Lance Smith, Director  
Terrance Trucking  
P.O. Box 4440  
Houston, TX 34598-4440

Dear Mr. Smith:

Thank you for your conscientious service. All 15 of your last shipments have arrived undamaged. We have never contracted with a supplier with as fine a record as yours. We appreciate the extra effort it takes to ship our order intact and on time.

Ted McCracken and Bob Smiley have delivered these shipments to our loading dock supervisor. I have attached copies of logs for your review. Note that the unloading time is approximately half of that from other shippers for a similar load. Ted and Bob frequently help our crew unload the crates. This additional service always comes with an exchange of jokes. Our crew collects laughs to compete with your drivers!

Doing business with your organization is a pleasure. You save us money by eliminating shipping waste and time by providing efficient drivers. Please accept the enclosed certificates of merit to Terrance Trucking, Ted and Bob, with our appreciation. We are confident in referring our customers and vendors to Terrance Trucking for their shipping needs.

Sincerely,

Cala Reginald  
CLR:mjk  
Enc. (10)



***State Your Purpose***

***Explain What You Want to Happen or Explain the Information You Have***

***Request a Dated Action, Conclude, Thank the Reader***

# COMPLIMENTARY CLOSE



Dear Mrs. Smith:

.....  
.....  
.....

Sincerely yours,  
Truly yours,  
Sincerely,  
Very truly yours,

Подпись ▲ **ОДНО ИЗ**

Ann Mac Donald  
Должность

Dear Sir, Dear Sir/Madam,

.....  
.....  
.....

Yours faithfully,  
Подпись

Ann Mac Donald  
Должность



Dear Mrs Smith,

.....  
.....  
.....

Yours sincerely,  
Подпись

Ann Mac Donald  
Должность

Dear Sir, Dear Sir/Madam,

.....  
.....  
.....

Yours faithfully,  
Подпись

Ann Mac Donald  
Должность



# COMPLIMENTARY CLOSE



If you refer to the recipient by his/her name  
the letter should be ended



**Sincerely yours**



**Yours sincerely**



If you do not know the recipient's name and refer to him/her  
Dear Sir/Madam, write



**Yours faithfully**





## ENCLOSURE LINE and COPIES LINE

Enclosure line is used as a reference check by both the recipient and sender to make sure everything included in the letter was actually sent.

“Enclosures” or “Encl.” is typed two lines below the signature and flush with the left margin. If more than one item is enclosed, list the items or type the number of items in the parentheses. If you wish the reader to return any of the enclosures, type **(please return)** after the item.

If you wish to know the reader who else is receiving a copy of the letter, type “**Copy to**”, “**Copies to**” or “**cc**” (carbon copy), followed by names of persons receiving the copies. If you do not want the recipient to know you have sent copies of the letter to others, enter a blind copy notation (**bcc:**) *on the copies only*.

Sincerely,

Josef T. Crane

Josef T. Crane

Encl: (3)

Yours truly,

*Helen C. LeFleur*

Helen C. LeFleur

Manager

cc: Ms. Alice Walker

Mr. Hanley Edwards