

Name: \_\_\_\_\_

Period: \_\_\_\_\_

# STEPS TO WRITING A BUSINESS LETTER

## Personal Business Letter

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_
16. \_\_\_\_\_
17. \_\_\_\_\_

## Business Letter (Letterhead)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
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10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_
16. \_\_\_\_\_

## Letter Unit: Vocabulary

\*Letters are used to communicate with a company OUTSIDE of your company.

\*Letters are FORMAL which means you have more items to include than you would in an email and/or memorandum

BLOCK STYLE: All letter parts are on the left margin (NO INDENTS)

OPEN PUNCTUATION: There is NO PUNCTUATION after the salutation and complimentary close.

### Example of Open Punctuation

Salutation: \_\_\_\_\_

Comp. Close: \_\_\_\_\_

MIXED PUNCTUATION: There is a colon (:) after the salutation AND a comma (,) after the complimentary close. YOU MUST HAVE BOTH IN ORDER FOR IT TO BE CORRECT.

### Example of Mixed Punctuation

Salutation: \_\_\_\_\_

Comp. Close: \_\_\_\_\_

ATTACHMENT: An item that is being sent along with the letter that is physically attached to the letter. Usually attached to the letter by using a staple, paperclip, binder clip, rubber band, etc.

Example of Attachments: Agendas, Itinerary, Receipt, Homework assignment, etc.

ENCLOSURE: An item is being sent with the letter but is not physically attached to the letter.

Example of Enclosures: Book, Photo, Certificate, Check, etc.

### How to center a letter vertically on the page:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Top 5 Complimentary Closes

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Directions: Label each part of the Business Letter

**Mortgage Life Insurance  
123 Sesame Street  
Salt Lake City, UT 84065**

1. \_\_\_\_\_

2. \_\_\_\_\_

March 13, 20XX

3. \_\_\_\_\_

Mr. and Mrs. Paul Spencer  
2311 NE 41<sup>st</sup> St.  
Charles, MO 65035

4. \_\_\_\_\_

Dear Mr. and Mrs. Spencer

You are invited to participate in our Mortgage Life Insurance plan that could earn your family a home without house payments. We recommend this program for our home loan customers because it provides important protection at an affordable price.

5. \_\_\_\_\_

So many households rely on two wage earners to make mortgage payments, we have enclosed a selected plan that can insure a second person at half-price.

I think you will agree that this protection is almost a necessity, but you may be concerned about cost. We have carefully chosen a plan that can fit your budget. We are pleased to offer this important customer service and encourage you to apply today, while it is available at these attractive rates. To apply, please call 1-800-555-2901.

6. \_\_\_\_\_

Sincerely

7. \_\_\_\_\_

Mr. David Pearce  
Insurance Products Manager

8. \_\_\_\_\_

Enclosure

**QUESTIONS TO PONDER?**

What type of punctuation was this letter written in? \_\_\_\_\_

How do you know? \_\_\_\_\_

What is being "enclosed" with this letter? \_\_\_\_\_

Example of Business Letter with Proper Spacing

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May 13, 20XX

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Mr. Tim Arehart

Human Resource Director

Utah State University

1400 Old Main Hill

Logan, UT 84321

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Dear Mr. Arehart:

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I am writing you in regards to the job opening you posted for the Administrative Assistant position on Jobstreet.org.

¶

I graduated with a Bachelor Degree in Science of Administration from Florida University on June 2012. I would like to have a career to improve my skills and to expand my experience. I have work experience at St. Mary's Hospital as an administrator for three years. My main job requirement was managing the data of patients in the hospital. I am certain that my knowledge, experience and ability will be a benefit to your company.

¶

Attached you will find my resume that can described details of my qualifications. I hope my skill and ability can be one of your company's assets. I look forward to hearing from you. If you need to contact me, please don't hesitate to give me a call at 208.555.2511.

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Sincerely yours,

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¶

Jason Jones

¶

Attachment

QUESTIONS TO PONDER?

What type of punctuation was this letter written in? \_\_\_\_\_

Is Jason sending anything with this letter? YES NO If yes, what? \_\_\_\_\_

After what two parts do you do a QS? \_\_\_\_\_

Directions: Label the parts of a Personal Business Letter

1. \_\_\_\_\_ 6137 E. Vernon Avenue  
2. \_\_\_\_\_ Scottsdale, AZ 85257  
June 9, 20XX

3. \_\_\_\_\_ Seterus, Inc.  
PO Box 2008  
Grand Rapids, MI 49501-2008

4. \_\_\_\_\_ To Whom It May Concern:

I am writing in regards to my account I have with your company. Due to the economic decline and the shortage of construction jobs, I have fallen on a hardship.

5. \_\_\_\_\_ As you can see from my history with my mortgage payments, you can see that I have always paid on time and I have always paid extra to the principle on my account. However, due to lack of work, I am unable to make my current payment, let alone the extra payment I have been making.

I do not want this hardship to affect my great credit, and want to know what I can do in order to keep my credit from suffering and my house going into foreclosure. Please contact me via cell (480-555-3024) so we can discuss what options are out there. Thanks for your help and I look forward to hearing from you.

6. \_\_\_\_\_ Cordially yours,

7. \_\_\_\_\_ Ms. Cathy Owens

**QUESTIONS TO PONDER?**

Where would Cathy Owens sign this letter? \_\_\_\_\_

Is this letter written on letterhead? YES NO Explain your answer. \_\_\_\_\_

Why is the salutation "To Whom It May Concern"? \_\_\_\_\_

## Example of a Personal Business Letter with Proper Spacing

10245 S. 2700 W.  
South Jordan, UT 84095  
October 10, 20XX

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Ms. Kelly Graham, Counselor  
Bingham High School  
2160 W. 10400 S.  
South Jordan, UT 84095

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Dear Ms. Graham

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As we discussed in your office earlier this week, I am getting ready to send out my college applications. One of the last things I need to do in order to complete my applications is to get a letter of recommendation from my school counselor. I would appreciate it if you would write a letter for me and have it complete by November 15.

¶

In order to help you write the letter, I wanted to provide you with some highlights of my high school career at Bingham High. I have been a member of the following clubs and organizations all three years while attending BHS: Future Business Leaders of America, Math Club, Ski Club, and Class Historian. I was an Honor Roll student and played on the school softball team, too.

¶

Please let me know if you need any other information to complete my request. I am attaching a list of the colleges and addresses of where the letters of recommendation need to be sent to. I appreciate you taking the time out of your busy schedule to help me with this process. I will make sure to let you know what school I decide to attend.

¶

Yours truly

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¶

Trent Hart, Student

¶

Attachment

### QUESTIONS TO PONDER?

How many times do you hit enter before typing the return address? \_\_\_\_\_

Why? \_\_\_\_\_

What is being attached to this letter? \_\_\_\_\_

What type of punctuation was used in this letter? \_\_\_\_\_