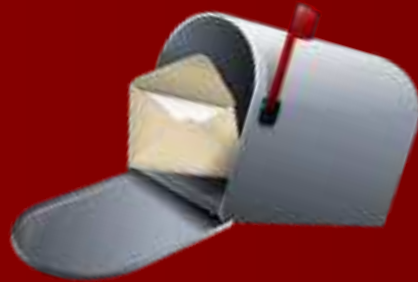


Word Processing 1



Business Letters

Letterhead

Envelopes

Personal Business Letter Review



Personal Business Letters

Personal Business Letter

- a letter that is sent from an individual to a business/organization or a person for a business reason
- Reasons to send a personal business letter
 - Request information
 - Complain
 - Compliment

9501 Harley Drive
Raleigh, NC 27615
January 19, 20--

Return Address
Dateline

Office of Admissions
Appalachian State University
P. O. Box 32004
Boone, NC 28608

Inside Address/Letter Address

Dear Sir or Madam:

Salutation

I am currently a junior in high school and in the process of checking into various programs and universities. I visited your website and it got me very interested in your school. I believe that I would love living in the mountains and participating in all of the activities that Boone and the surrounding areas have to offer.

Body

I am writing to request information about Appalachian State University and the Boone area. Could you please send me information on following topics: Business Management, orientation sessions, financial aid, and housing?

I am very excited about the possibility of attending Appalachian State University and I can not wait to visit the campus. I would like to thank you in advance for your time and information. I look forward to hearing from you soon.

Sincerely, **Complimentary Close**

John Smith **Writer's Signature**

John Smith **Writer's Keyed Name**

Parts of a Personal Business Letter

Spacing of a Personal Business Letter

9501 Harley Drive
Raleigh, NC 27615
January 19, 20--

2" Top Margin

QS

Office of Admissions
Appalachian State University
P. O. Box 32004
Boone, NC 28608

DS

Dear Sir or Madam:

DS

I am currently a junior in high school and in the process of checking into various programs and universities. I visited your website and it got me very interested in your school. I believe that I would love living in the mountains and participating in all of the activities that Boone and the surrounding areas have to offer.

DS

I am writing to request information about Appalachian State University and the Boone area. Could you please send me information on following topics: Business Management, orientation sessions, financial aid, and housing?

DS

I am very excited about the possibility of attending Appalachian State University and I can not wait to visit the campus. I would like to thank you in advance for your time and information. I look forward to hearing from you soon.

DS

Sincerely,

QS

John Smith

1" Bottom Margin

1"
Left
Margin

1"
Right
Margin

Notations Review

- **Typist Initials (Reference Initials)**
 - Used when someone other than the sender types the letter
 - DS below the Writer's Keyed Name
 - Keyed in lower case with no spaces or punctuation

Notations Review

■ Attachment Notation

- Key “Attachment” if an item is stapled or paper clipped to the letter

■ Enclosure Notation

- Key “Enclosure” if an item is included or sent with the letter

■ Copy Notation

- Key a lower case “c” followed by the name of the person receiving a copy of the letter
- c Mrs. Rhodes

Punctuation Style Review

■ Mixed Punctuation

- Punctuation is used after the Salutation and Complimentary Close
 - Colon or Comma after Salutation
 - Comma after Complimentary Close

■ Open Punctuation

- Punctuation is not used after the Salutation and Complimentary Close
- Punctuation is OMITTED

Paragraph Style Review

■ Block Style

- all lines of text are even with the left margin
- used in the body of letters

Business Letters



Types of Letters

Business Letter

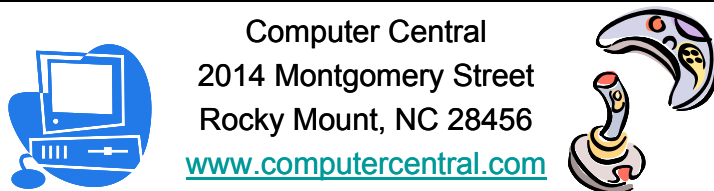
- A letter sent from a business to an individual or to another business.



Business Letters

Letterhead

- Business letters are usually keyed on letterhead.
- Letterhead is stationery used by businesses



The letterhead contains a logo and contact information for the business such as the name, address, phone/fax/email, and web address of the business.

Letterhead Examples



Letterhead Examples





Reasons to send Business Letters

- To respond to a customer
- To inform customers
- What are reasons a business would send a Business letter?

- Example of a business letter from the University of Success to Berry Good Student.



University of Success
103 Hard Work Lane
Passing Grade, NC 44444



May 15, 2012

Berry Good Student
2011 Yellow Jacket Lane
Rose Hill, NC 28458

Dear Berry:

Thank you for writing. Here is the information you requested on developing good study habits.

Good luck on your EOGs. If you work hard I know you will be successful.

Sincerely,

U. R. Successful

U. R. Successful, Dean

cmr

Enclosure

When letterhead
is used the return
address is not
keyed because it
is already
included in the
letterhead.

You do not need
to set the
margins.



University of Success
103 Hard Work Lane
Passing Grade, NC 44444



May 15, 2012

Berry Good Student
2011 Yellow Jacket Lane
Rose Hill, NC 28458

Dear Berry:

Thank you for writing. Here is the information you requested on developing good study habits.

Good luck on your EOGs. If you work hard I know you will be successful.

Sincerely,

U. R. Successful

U. R. Successful, Dean

cmr

Enclosure

The date is
the first item
keyed

After keying
the date,
spacing is
the same as
a personal
business
letter.



University of Success
103 Hard Work Lane
Passing Grade, NC 44444



May 15, 2012

QS

Berry Good Student
2011 Yellow Jacket Lane
Rose Hill, NC 28458

DS

Dear Berry:

DS

SS within Paragraphs

Thank you for writing. Here is the information you requested on
developing good study habits.

DS

Good luck on your EOGs. If you work hard I know you will be
successful.

DS

Sincerely,

QS

U. R. Successful

U. R. Successful, Dean

DS

cmr

DS

Enclosure

- Is the return address keyed when typing a business letter using company letterhead?
 - Why or why not?
- What is the first item keyed when using company letterhead?

Envelopes

Envelopes have 2 addresses

- return address

- sender

- letter address

- receiver



THE END