

Intro to Business

Documents:

Business Letters

Computer Applications 1

Objective 3.01: Understand Business
Documents

Business Letter

- A form of communication used to convey a formal message to one or more parties
- May be sent as an e-mail attachment
 - Provides a higher level of seriousness than just a e-mail
 - The document will be distributed to others
 - The document will be printed
- Examples of Business letters
 - Company communication to stockholders
 - Superintendent's communication to parents
 - Bank's communication to customers

Components of Business Letters

- Letterhead
- Dateline
- Attention line
- Inside address
- Salutation
- Subject line
- Message
- Complimentary Close
- Company signature
- Writers signature block
- Reference initials
- Enclosure notation
- Copy notation

Letterhead

- Preprinted information in the header and/or sometimes in the footer
- Contains the
 - Company Name
 - Address
 - E-mail address
 - Logo
 - Other Contact Information
- Optional (letterhead is not required)

Dateline

- The date the letter is written
- The date must be spelled out
 - Correct version: September 16, 2009
 - Wrong version: 9/16/09

Attention Line

- Keyed on the first line of the inside address
- Used to address a specific person or job within the organization
 - ex. Sales Manager
- Optional (Attention line is not required)

Inside Address

- Name and Contact Information for the receiver of the letter
- Contains
 - Name of addressee
 - Name of business
 - Street address
 - City
 - State abbreviation
 - Zip code

Mrs. Tracey Harrill, Principal
Providence High School
1800 Pineville-Matthew Rd.
Charlotte, NC 28270

Salutation

- Greeting
- Dear Mr. Cox

Subject Line

- Keyed below the salutation
- Considered a part of the message
- Key the word “subject” and the topic in all caps (ex: SUBJECT: TARDY POLICY)
- Used to give the reader a quick overview of the topic
- Optional (Subject line is not required)

Message

- The letter content
 - Paragraphs are keyed single space
 - Double space between paragraphs
-

Complimentary Close

- Formal ending to the letter
- Examples
 - Sincerely
 - Sincerely Yours
 - Cordially
 - Very truly yours

Company Signature

- Keyed name of the company in all caps
- Located a double space below the complimentary close
- Optional (Company Signature is not required)

Writers Signature Block

- Authors name and title
- May be keyed on one line or two
- Example:
 - Barbara Tish, Business Education Teacher
 - or
 - Barbara Tish
Business Education Teacher

Reference Initials

- Initials of the typist of the letter
- No punctuation is used with initials
- Not required when the writer is also the typist
- Examples
 - bc/mw
 - BC/MW

Optional Notations

■ Enclosure Notations

- Indicates an additional document is included with the letter.
- The document may be identified.
- Example:
 - Enclosure
 - or
 - Enclosure: Résumé

■ Copy Notations

- Indicates the names of other parties who have received copies of the letter.
- Example:
 - Cc: Barbara Tish

Punctuation Styles

- Mixed Punctuation
 - The colon is keyed after the salutation and the comma after the complimentary close

Dear Mrs. Harrill:

Body of letter goes here!

Sincerely,

Punctuation Styles continued...

- Open Punctuation
 - No punctuation is used after
 - The salutation (Dear Ms. Harrill)
 - The complimentary Close (Sincerely)

Formatting a Business Letter

■ Margins

- Adjust the margins so that the letter has a uniform amount of white space at each margin and is oriented to the top or center
- Leave at least .5 below the letterhead

■ Spacing

- SS within paragraphs & DS between paragraphs in the body of the letter
- QS after the date & the complimentary close (unless there is a company signature)
- DS everywhere else
- If company signature is used: DS after complimentary close and QS after.

Letter Styles

- **Block Style**
 - All lines begin at the left margin
- **Modified Block Style**
 - The date is keyed at the center point (not centered)
 - The closure is keyed at the center point (not centered)
 - Center Point is usually 6 tabs