



## Business Letters

Here are some useful phrases for writing your business correspondence.

### ***The Start*** (Introduction)

- Dear Personnel Director:
- Dear Sir or Madam: (use if you don't know who you are writing to)
- Dear Mr., Mrs., Miss or Ms. (use if you know who you are writing to, and have a formal relationship with - *VERY IMPORTANT* use Ms. for all women unless asked to use Mrs. or Miss)
- Dear Frank (use if the person is a close business contact or friend)

### ***The Reference***

- With reference to your (1) Advertisement in the *Times*; (2) Your letter of 23<sup>rd</sup> March; (3) Your phone call today
- Thank you for your letter of March 5<sup>th</sup>.

### ***The Reason for Writing***

- I am writing to enquire about...
- apologize for...
- confirm...

### ***Requesting***

- Could you possibly?
- I would be grateful if you could...

### ***Agreeing to Requests***

- I would be delighted to...

### ***Giving Bad News***

- Unfortunately...
- I am afraid that...

***Enclosing Documents*** (Also reference enclosures at the very end of the letter after the signature. (Enc.)

- I am enclosing...
- Please find enclosed...
- Enclosed you will find...



Unit: Writing  
**Skill 22: Correspondence**  
**Activity B: Business Letters**  
Worksheet

***Closing Remarks***

- Thank you for your help. Please contact us again if we can help in any way.
- If there are any problems...
- If you have any questions...

***Reference to Future Contact***

- I look forward to
  - ... hearing from you soon.
  - ... meeting you next Tuesday.
  - ... seeing you next Thursday.

***The Finish***

- Sincerely, (If you don't know the person you're writing to)
- Best wishes, or Best regards, (If the person is a close business contact or friend)

**Sample:** On the next page is a sample letter, from Ken's Cheese House to one of their purchasers, using some of these phrases.

Entree



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Ken's Cheese House  
718 – 90<sup>th</sup> Avenue  
Birmingham, WI 53100

May 1, 2006



Charles Flintstone  
1818 Henry Street  
Kingston, IN 48391

Dear Mr. Flintstone:

With reference to our telephone conversation today, I am writing to confirm your order for: 120 x Cheddar Deluxe Ref. No. 856. I am enclosing a copy.

The order will be shipped within three days via UPS and should arrive at your store in about 10 days.

Please contact us again if we can help in any way.

Sincerely,

Kenneth Beare  
Director, Ken's Cheese House

KB/dj  
Enc. (1)