

## HOW TO WRITE A BUSINESS LETTER

### 1. The Start (Start with a proper greeting)

Dear Personnel Director,

Dear Sir or Madam: (use if you don't know who you are writing to)

Dear Sir, Mr, Mrs, Miss or Ms (only if you know who you are writing to, and have a formal relationship with - NEVER ASSUME that you Mr for women unless asked to use Mrs or Miss)

Dear Frank: (use if the person is a close business contact or friend)

### 2. The Reference

With reference to:

- your advertisement in the Times,
- your letter of 22<sup>nd</sup> March,
- your phone-call today,

Thank you for your letter of March 8<sup>th</sup>.

### 3. The Reason for Writing (Write an opening paragraph)

I am writing to:

- inquire about
- apologise for
- confirm

### 4. Requesting (Construct the body of the letter)

- Could you possibly?
- It would be grateful if you could

Agreeing to Requests (Use the closing paragraph to indicate the type of response you are seeking)

- I would be delighted to

Giving Bad News