

# Business Correspondence

## INTRODUCTION

Welcome to your Business Correspondence course.

Let's begin by looking at the differences between the 3 types of correspondence. Take a few moments with a partner and identify what you think are the differences between business letters, E-mails and memos.

<u>LETTERS:</u>	<u>E-MAILS:</u>	<u>MEMOS:</u>

**Business E-mails and Memos** are, for practical purposes, only different in the means of transmission. Memos are paper based and delivered by hand whereas E-mails arrive via the Internet. E-mails provide a more manageable "paper trail" once saved and filed. Both are less formal than business letters and are written to individuals or groups in the company (internal) or to established suppliers and known contacts (external). In this course we will focus on E-mail, but exactly the same principles apply in writing memos.

**Business letters** are clearly more formal than E-mails or memos. Letters provide a permanent record and a statement of responsibility for the contents on the part of the writer who attaches a signature. As such they require the writer to use greater care in the writing process and they allow the writer a format to present a more complex, logical argument.

So, although there are similarities, the style of writing, language choices and layout of the three types of business correspondence need to be kept in mind.