



Business Letters

Letter of Complaint

Purpose

- ✉ Used as a way to communicate to companies
- ✉ Used to request information, send information, give feedback on products or for dozens of other reasons

Why So Picky?

- 📁 Must look professional
- 📁 Gives first impression that a potential client or buyer receives about you
- 📁 Shows your maturity and professionalism

Block Style Format

123 Any Street
Anywhere, FL 33333
January 1, 2000

Company's Name
Company's Address
Company's City, State Zip Code




Dear Mrs. Pipes:

This is where you will begin the first paragraph of your business letter. Do not indent any spaces in a block format. Start each line at the left margin. When you are ready, you may go on to your second paragraph.

This is where you will begin your second paragraph of your business letter. Just as in the first letter, you will not indent the paragraph. You should leave one line between the two paragraphs. After you have finished writing your letter, you are almost done.








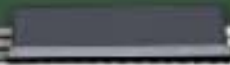

Sincerely,

Rhonda Avery

-  In the block format, all parts of the letter are started at the left margin.
-  The body of the letter is single spaced, with one line left between each paragraph.
-  The paragraphs are not indented.

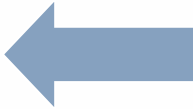


The Parts of the Business Letter

-  Heading
 -  Inside Address
 -  Salutation
 -  Body
 -  Closing
 -  Signature
- 
- 
- 

Heading

123 Any Street
Anywhere, FL 33333
January 1, 2000



Company's Name
Company's Address
Company's City, State Zip Code

Dear Mrs. Pipes:

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Sincerely,

Rhonda Avery


- ✉ Is the address of the sender
- ✉ May have a letterhead with this information already imprinted
- ✉ Should include the following:
 - ✉ The sender's address
 - ✉ The sender's mailing address
 - ✉ (optional) phone number and e-mail address
 - ✉ Date being sent



The Importance of the Date

 Should be written out in full

 Example: April 25, 2005

 If using a company letterhead, date line should be typed three lines below heading

 If using a return address, type date line directly below the return address, leaving no spaces

Inside Address

123 Any Street
Anywhere, FL 33333
January 1, 2000

Company's Name
Company's Address
Company's City, State Zip Code






Dear Mrs. Pipes:

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Sincerely,

Rhonda Avery

-  Is the name and address of the person or business that you are sending the letter to, otherwise known as the addressee.
-  Type the inside address on the fourth line under the date line.
-  Should contain the same information that will be used on the envelope.

Salutation

123 Any Street
Anywhere, FL 33333
January 1, 2000

Company's Name
Company's Address
Company's City, State Zip Code

Dear Mrs. Pipes:



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Sincerely,

Rhonda Avery

- ✉ Is the letter's greeting.
- ✉ Typed two returns underneath the inside address.
- ✉ Includes the addressee's name and courtesy title along with the greeting. Example: Dear Mrs. Pipes

Body

123 Any Street
Anywhere, FL 33333
January 1, 2000

Company's Name
Company's Address
Company's City, State Zip Code

Dear Mrs. Pipes:

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Sincerely,

Rhonda Avery

- ✉ Is where you discuss the purpose of the letter
- ✉ Begins two returns below the salutation
- ✉ Should be single spaced with two spaces between each paragraph

Closing

123 Any Street
Anywhere, FL 33333
January 1, 2000

Company's Name
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Company's City, State Zip Code

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Sincerely,



Rhonda Avery

- ✉ Is a courtesy signal at the end of each letter, sometimes called the complimentary closing
- ✉ Should be typed two returns below the body of the letter
- ✉ Must be kept professional
- ✉ Use Sincerely, Cordially, Regards, and Respectfully to name a few

Typed Name and Signature

123 Any Street
Anywhere, FL 33333
January 1, 2000

Company's Name
Company's Address
Company's City, State Zip Code


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Sincerely,

Rhonda Avery

 Is the writer's name typed on the fourth return following the complimentary close

 The writer's title (if any) should be on the line directly below the name.

 The space in between the complimentary close and the typed name, is to be used for the writer's signature.