

**WEEK 4 AND WEEK 5
(4 HOURS)**

**BUSINESS LETTER
WRITING**

WRITING BUSINESS LETTERS

Business letters convey an impression of the company in many different ways:

- Stationery and printing of letterhead paper.
- Presentation.
- Structure of the letter.
- Language and tone used.

LETTER (FULLY-BLOCKED LAYOUT)

Logo. A special logo can help to identify a company. Letterhead, company's name, address & telephone and fax number.	
Reference number	
Date- day, month and year	
Inside address, full postal address.	
Salutation	
Heading	
Body of letter	
Complementary close	
Sender's name Designation	
Enclosure	

STAMFORD COLLEGE
Kuala Lumpur
www.stamford.edu.my

ST/CFB

2 August 2007

To address

Dear Dennis,

SUBJECT:

Yours sincerely

Signature

Name

Position

Enc

TYPES OF LETTER

There are three types of business letters to be learnt:

- Letter of enquiry
- Letter of complaint
- Letter of adjustment