

**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  
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ST/CFB

2 August 2007

To address

Dear Dennis,

SUBJECT:

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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