

Letters

Compulsory Parts of a Business Letter

All business letters will contain the following:

Return Address

This is your or your company's address. Include the following information at the right margin:

Your name or company name
Street address
Suburb or town, State and postcode

Walkers Conference Centre
202 Walker Street
MARYBOROUGH QLD 4650

Always type Road, Street, etc. out in full.

Date

Enter the current date. This can be written in full or abbreviated.

Recipient Address

This is the recipient's address. This uses the same format as the return address.

Greeting

Most greetings start with 'Dear'. The name used in the greeting will be determined by how well you know the recipient; the following are some possible examples:

- Dear John
- Dear Mr Brown
- Dear Sir or Madam

Letter Content

Letter content should be arranged in paragraphs.

Complimentary Close

Use 'Yours sincerely' if you have used the name of the recipient in the greeting.

Use 'Yours faithfully' if you have used a generic greeting; e.g. Dear Sir.

Writer's Name and Signature

Press Enter between 3 and 6 times (depending on the letter spacing) and type your name. This space is left for a handwritten signature.

In some cases you may want to enter your business title or position after your name, e.g.:

Mary Sessions
Manager

Optional Parts of a Business Letter

Subject Line

This goes after the greeting and before the content of the letter. It succinctly describes the content of the letter and is prefaced with the word Subject, e.g. **Re: Order Number 18879**

The subject line is sometimes formatted in bold text and/or in capital letters.

Enc

The word Enc below the writer's name shows that another document has been enclosed with the letter.

Spacing in Letters

Generally, business letters are written without line or paragraph spacing. Enter is pressed to create blank lines between the different parts of the letter.

Spacing is generally added between letter sections, e.g. between the address and the date, the date and the content. There are no firm rules about the number of blank lines between letter sections. Different organisations may have guidelines for the layout of letters.

Punctuation in Letters

Do not add punctuation to addresses in letters. There is no full stop after Mr or Mrs and no comma at the end of each line.

Similarly, a comma is not added after yours sincerely.

Example Business Letter

	Walkers Conference Centre 202 Walker Street MARYBOROUGH QLD 4650
25 January 2014	
Mr R J Brown 43 Alton Road REDCLIFFE NSW 4024	
Dear Mr Brown	
We wish to advise that your room will be available at 10 am on Friday 13th September. On arrival please contact Mrs Joan Rymer.	
Yours sincerely	
<i>S Shepherd</i>	
Susan J Sheppard Secretary	

Exercise 126

- 1 Create a new document and remove all line and paragraph spacing.
- 2 Type the letter shown on the following page.
- 3 Save with an appropriate file name then close.

Walkers Conference Centre
202 Walker Street
MARYBOROUGH QLD 4650

Current date

Mr R J Brown
43 Alton Road
REDCLIFFE NSW 4024

Dear Mr Brown

Further to your phone call yesterday we are pleased to offer you the following special rates for your members during your conference from 13-19 September.

Room	Description	Daily Rate
Deluxe	Double or Twin, overlooking beach	\$149 plus GST
Deluxe	Double or Twin, overlooking pool	120 plus GST
1st class	Double or Twin, overlooking beach	129 plus GST
1st class	Double or Twin, overlooking gardens	109 plus GST
Deluxe	Single, overlooking beach	100 plus GST
Deluxe	Single, overlooking pool	89 plus GST
1st class	Single, overlooking beach	90 plus GST
1st class	Single, overlooking gardens	84 plus GST

All rooms are beautifully decorated, and very comfortable. Each room has a small kitchen and a large bathroom with both spa bath and shower.

For bookings of 20 or more, each guest is entitled to a 20% discount on all our a la carte meals at lunch or dinner.

I look forward to hearing from you. There is a 92% occupancy rate at this time of the year, so please do not delay. Please phone or fax if there is any other information you would like.

Yours sincerely

Horace Higgins
Manager