**MISCELLANEOUS CORRESPONDENCE**

**1. Reservations**

Reservations can be made by letter, fax, or email, as appropriate. It is important to check that you have given the correct details.

**Sample letter 1**

*Dear Mr Wood*

*This is to confirm our phone conversation this morning.*

*Please would you make two Business Class reservations, London-Kobe return, in the names of Mr P.R. Dell and Ms B. Newsome. Outward flight DA164, departing Heathrow at 10.05 on Wednesday 12 June, return flight DA165, departing Kobe at 20.30 on Tuesday 18 June.*

*Please send the tickets for my attention and charge to our account.*

*Yours sincerely*

*B. Cowan*

*Beth Cowan*

**Sample letter 2**

*Dear Ms Meek*

*To confirm the arrangements we discussed this morning, would you please book a return ticket, with couchette, in the name of Ms Jean Miles for London-Paris-Zagreb, depart Thursday L8 July, and returning Zagreb-Paris-London, depart Saturday 3 August?*

*The reservation should be in a non-smoking compartment.*

*Please send your invoice to Jane Lewis in our Finance Department.*

*Yours sincerely*

*S. Mehta*

*S. Mehta (Mr)*

**Sample letter 3**

*Dear Ms Okada*

*Please could you reserve two Executive Grade rooms from 3 June to 18 June inclusive for Mr P.R. Dell and Ms B. Newsome?*

*I would be grateful if you could confirm these reservations by return.*

*With best regards*

*Beth Cowan*

*Beth Cowan*

**2. Appointments**

**Sample letter 1**

*Dear Sir/Madam*

*We are holding our annual conference this year in Kyoto and are looking for a hotel which can offer us accommodation and conference facilities from Thursday 14 November to about 4.00 p.m. on Sunday 17 November.*

*We require accommodation and full board for 60 delegates, 15 of whom will be accompanied by their spouses. Therefore, we will need 45 single and 15 double rooms for three nights. We would also like coffee and tea to be served to the delegates mid-morning and mid-afternoon on each day of the conference.*

 *For the sessions we will need a room with full conference facilities (including PowerPoint), that can accommodate 60 to 70 people.*

*Please would you send us a list of your tariffs and let us know what discounts you allow for block bookings?*

*Yours faithfully*

*W. Herron*

*W. Herron (Ms)*

**Sample letter 2**

*Dear Mr Gomez*

*Could you contact our Production Director, Mr Norman Luman, to discuss the possibility of setting up a contract for you to supply us with steel over the next year?*

*He will be in his office all next week, and if you could email or telephone him he would be glad to arrange a meeting with you.*

*Best wishes*

*P. Nash*

*Pat Nash (Ms)*

*PA to Production Director*

**Sample letter 3**

*Dear Mr Gomez*

*Mr Luman has asked me to confirm the appointment you made to see him at our Head Office, 25 City Road, London W1 at 11.30 a.m. on Tuesday 2 August.*

*He looks forward to meeting you.*

*Best wishes*

*P. Nash*

*Pat Nash (Ms)*

*PA to Production Director*

**Sample letter 4**

*Dear Ms Nash*

*Unfortunately, Mr Gomez will not be able to keep his appointment with Mr Luman on Tuesday 2 August. An urgent matter has come up in our Lisbon office which needs his immediate attention.*

*He offers his sincere apologies for the inconvenience, and will contact you as soon as he returns to London.*

*Best wishes*

*M. Ventura*

*Maria Ventura*

*Assistant to Diego Gomez*

**3. Request for hospitality**

*Dear Mr Deksen*

*Thank you for your last consignment. You will receive our next order in a few weeks.*

*I am writing to ask if you could offer assistance to our Overseas Sales Manager, Mr Michael Hobbs, who will be visiting Oslo from 1 to 17 May?*

*You may remember that when you were here a few months ago I mentioned that we intended to expand our export sales. We are now looking at market potential in Scandinavia, and Michael Hobbs's trip is part of this research. It would help us a great deal if you could introduce him to wholesalers and retailers who may be able to advise him about the types of product that we would need to offer in your market. He would also be interested in finding out more about marketing methods and importing procedures.*

*I understand that you are very busy, but I would much appreciate any assistance you can offer and will, of course, reciprocate as and when the opportunity arises.*

*Yours sincerely*

*Frank Welford*

*Frank Welford*

*Managing Director*

**4. Invitations**

An invitation is a request to attend an event. It could be an invitation to a barbecue, a night at the theater, your child’s violin recital, a birthday or anniversary party, a housewarming, a wedding, etc. It could be a formal event or a casual one, even a religious event. Formal invitations can be in the form of a printed card or a handwritten or typed letter. The invitation should give guests some idea of how they should dress, what and when they will be eating, and when an event is expected to begin and end. There are some traditional phrases often used on invitations to convey this information.

**Dress Code**

*White Tie:* very formal dress for men, including a tailcoat and a white bow tie.

*Morning Dress:* men’s formal dress for daytime events, traditionally including a black tailcoat, silver tie and striped trousers, but many color variations are now acceptable.

*Black Tie:* men’s formal evening wear including a dinner jacket and bow tie, although black tie is specified other colors of bow tie may be acceptable.

*Informal:* lounge suits for men.

*Casual:* could be anything.

**Food**

*Cocktails:* drinks accompanied with nuts, crisps and similar food to nibble.

*Drinks and canapés*: drinks and light snacks eaten before a main meal.

*Buffet*: something more substantial than light snacks eaten while standing rather than at tables.

*Fork supper:* more substantial than a buffet, food that can be eaten with a fork alone.

*Supper party:* an informal sit-down meal.

*Dinner party:* a formal dinner of several courses.

**Time**

*7 for 7.30:* guests should arrive between these two times, perhaps for a drink, before the main events starts at 7.30.

*Carriages at 1 a.m*.: the reception ends at 1 o’clock.

*Till late:* the event will continue to an unspecified late hour.

**Sample letter 1**

*Dear Mr Okada*

*I have pleasure in enclosing an invitation for our annual award ceremony, which will take place on 14 December. As one of our distinguished ex-students, we wondered if you would be willing to distribute the awards, and give a short address beforehand on a subject of your choice?*

*We would also like to invite you to a formal dinner after the ceremony. This will be held in the Principal's Lodgings, at 6.30 for 7.00 p.m.*

*We would be delighted if you are able to accept our invitation. I look forward to hearing from you.*

*Yours sincerely*

*David Hope*

*David Hope*

*Principal*

*Enc.*

**Sample letter 2**

*Dear Mr Hope*

*Mr Okada has asked me to write saying he is honoured to accept your invitation to distribute the prizes and speak at your annual award ceremony on 14 December. He also has much pleasure in accepting your kind invitation to the formal dinner party afterwards.*

*He has fond memories of the college and welcomes the chance to visit it again.*

*He suggests speaking on the topic 'Changing technology in the next decade'. He would appreciate it if you could let him know whether this would be an acceptable theme.*

*Yours sincerely*

*Yuko Ito*

*Yuko Ito*

*PA to Mr Okada*

**Sample letter 3**

*Dear Ms Lee*

*Mr van Ek would like to thank you very much for your kind invitation to attend the reception being held next month at your embassy.*

*Unfortunately he will be in the United States at that time. However, he sends his apologies, and hopes to be able to attend on another occasion.*

*Yours sincerely*

*E. Spruit*

*Els Spruit*

*PA to Mr van Ek*

**Special Occasions**

Notice that this correspondence is often quite brief. When expressing wishes on special occasions, it is better to write simple, sincere messages, and avoid exaggeration. For personal messages, a letter or card is often more appropriate than an email.

**1. Congratulations**

Achievement of a milestone – a birthday or anniversary, birth of a new child, getting a new job, buying a home, winning an award, getting married, an anniversary – is an ideal reason to send someone a letter of congratulations. The reader will be pleased that you remembered the event and took the time to acknowledge it in writing. **Letters of congratulation** are written to send your wishes and express your feelings to your friends, colleagues, employers, employees, bosses in a wide variety of business events and personal occasions. They should be short but sincere and believable.

*The structure of a letter of congratulations:* (1) offer congratulations, (2) identify the event or reason, (3) express a personal thought, (4) restate congratulations.

*Handy phrases:* I was thrilled to hear; Congratulations; You deserve it; I’m so happy for you.

The tone you use will depend on how well you know the person.

Congratulations are also best given directly, not by someone on your behalf.

**Sample letter 1**

*Dear Mr Corney*

*I would like to offer my congratulations on your election as Chairman of our Trade Association.*

*No one has done more to deserve the honour, or has worked harder to promote our interests. You can count on my full support, and that of my colleagues, during your term of office.*

*I wish you every success for the future.*

*Yours sincerely*

*Mike Benson*

*Mike Benson*

*Chief Executive Officer*

**Sample letter 2**

*Dear Jack*

*I’d like to congratulate you on being appointed Department Manager. I know you've worked very hard to achieve this well-deserved promotion. I wish you the very best in a job where I'm sure you will be successful.*

*Sandra*

**2. Get-well letters**

Social custom dictates that you send a get-well letter to anyone close to you who has suffered a prolonged or serious illness, is or has been hospitalized, or is recovering from an accident or surgery. If you send a get-well card, you can slip a letter inside it to add the more personal touch.

 *The structure of a get-well letters*: (1) say hello – greet the readers, (2) acknowledge that they have not been feeling well, (3) say that you hope they are doing/feeling better, (4) express your wishes for a speedy and full recovery.

*Handy Phrases:* I was so sorry to hear; Thinking of you; Hoping for a speedy recovery; Get well soon; Can’t wait to hear you’re up and about.

**Sample letter**

*Dear Yuko*

*We were very sorry to hear about your illness. Take care of yourself. We all send our best wishes for a swift recovery and look forward to seeing you back again soon.*

*With very best wishes from everyone in the Sales Department.*

*Sue*

**3. Thank-you letters**

**Letters of thanks or thank-you letters** are written when one person/party wishes to express appreciation to another. Thank-you letters are critical to maintaining good relationships. A wide variety of occasions are appropriate for sending thank-you letters. The most obvious is when you have received a gift. You should also thank people for favors, friendship, good work, commitment and effort expended on your behalf. A thank-you letter should be written as a standard business letter or personal letter. Personal thank-you letters can be hand-written in cases in which the addressee is a friend, acquaintance or relative. Thank-you letters are also sometimes referred to as **letters of gratitude**. These types of thank-you letters are usually written as formal business letters.

*The structure of a thank-you letter*: (1) begin with the words “thank you,” (2) tell the readers what you are thanking them for, (3) express how much their gift or help has meant to you, (4) close by thanking them a second time.

*Handy phrases:* Thank you; Thanks so much; I appreciate; I am grateful.

**Sample letter 1**

*Dear Jack*

*I’d like to take this opportunity to thank you for all your dedication and commitment to the work of the Production Department. It will be extremely difficult to replace you.*

*May I offer you my best wishes for a long and happy retirement.*

*Martin Shannon*

**Sample letter 2**

*Dear Ms. Jones,*

*Thank you for sharing the holiday spirit with your sponsored child, Riquelina! Your generous gift of $25.00 will help us make this a memorable time of year for her, as well as for all sponsored children.*

*Thank you, Ms. Jones, for remembering Riquelina this holiday season. Your caring support means so much! It’s through the efforts of dedicated friends like you that we can continue to make a long-term, positive impact on the children’s lives.*

*Sincerely,*

*J. R. Cook*

*James R. Cook*

*President*

**Sample letter 3**

*Dear Mr Deksen*

*Thank you very much for assisting Michael Hobbs while he was in Oslo. I know he has already written to you expressing his gratitude, but I would like to add a word of appreciation myself. The introductions you made for him and information he gained will be extremely useful in our Scandinavian export programme.*

*If we can return the favour on some future occasion, please let me know.*

*Yours sincerely*

*Frank Welford*

*Frank Welford*

*Managing Director*

**4. Sympathy letters**

A letter of sympathy is also a letter of empathy, helping other people get through difficult periods by showing that you understand and are there for them. Occasions that call for a sympathy letter can include personal injury or illness, separation or divorce, loss of a job or going out of business, failing a grade or dropping out of college, or any other unpleasant or negative occurrence.

*The structure of a sympathy letter:* (1) identify the problem or event warranting the sympathy, (2) say how you came to know about it, (3) express sympathies, (4) put as positive a spin on the event as possible, without making light of it, (5) share a relevant inspirational anecdote if applicable, (6) close with an offer to help the person in some speciﬁc way.

*Handy phrases:* You have my sympathies; I’m sorry; You are not alone in this; You’re in my prayers; You will make it through this; All life experiences can be used as learning experiences to make us stronger; It’s hard to be encouraged at a time like this, but; With my sincere concern.

**Sample letter**

*Dear Arnie,*

*Your brother told me that, despite a great audition, you didn’t get the lead in the senior play.*

*But as the understudy, you should learn the role as if you did have the lead.*

*And even if you do not act in this show, mastering such a difficult role as Robespierre will serve you well in your future acting endeavors.*

*I had a similar situation in school, though in a different area: I wanted to be editor of the school paper, but the teacher in charge picked another student.*

*I was crushed, but kept writing and I now have a regular column in my industry trade paper. So persistence pays!*

*Feel better, smile, and keep up your spirits. You are great, and that’s all that matters!*

*Sincerely,*

*Uncle Andy*

**5. Letters of condolence**

A letter of sympathy is also a letter of empathy, helping people get through tough times by showing them that they are not alone. A condolence letter is a specialized form of sympathy. A condolence letter expresses feelings of sympathy, care, empathy, and concern when a person close to the reader has recently passed away. Since there is nothing you can really say to make things right, say as little as possible.

Messages of condolence should never be written by someone else on your behalf. In these circumstances, it is more appropriate to write a letter rather than send an email message.

 *The structure of a condolence letter:* (1) give the reader your sympathies, (2) recall a personal anecdote involving the deceased, (3) tell the reader how your life and everyone else’s was made better for having known the person.

*Handy phrases:* I was saddened to hear; I’m so sorry; I have many fond memories of [name]; You have my condolences; I’m thinking of you; My thoughts are with you.

**Sample letter**

*Dear Mr Watanabe*

*I was saddened to hear about the death of your partner, Mr Hiroshi Tanaka, and would like to offer my condolences. He was a fine person and a well-liked man who will be greatly missed by all who knew him.*

*Please pass my sincerest sympathies to his family.*

*Yours sincerely*

*Bernard Fell*

**6. Seasonal greetings**

Seasonal greetings often come in the form of greetings cards and messages. Be aware that people in different countries or from different religious or cultural backgrounds may not share your festivals and holidays.

*Handy phrases:* Season’s greetings; Happy holidays; Merry Christmas; It’s that time of year again; I can’t believe another whole year has passed.

*Dear Mr Peters*

*May I offer my very best wishes for the New Year to you and your staff? I hope you enjoy the holiday and look forward to working with you again next year.*

*Paul Davies*

**Points to remember**

1. The conventions of social correspondence are much the same as those for business correspondence. You should consider the relationship between the writer and receiver and choose the most appropriate language.

2. Letters of invitation should state clearly where and when the event will take place, and give some indication of its formality so that guests can dress appropriately.

3. When cancelling an appointment, you should say why you are unable to keep it and offer an alternative day / time if possible.

4. Letters of condolence or congratulation should never be written on someone else’s behalf.

5 Personal correspondence on special occasions should be short, simple, and sincere.