**BUSINESS LETTER STRUCTURE**

**Ex. 1 Below you will see common situations that people encounter when they are writing a business letter. Choose the sentence or phrase (A, B or C) that would be most appropriate in each situation. Comment on the answer.**

1. You are writing a letter to the head teacher of a school or college, but you don't know their name. How will you begin your letter?

A. Dear head teacher.

B. Dear Sir / Madam.

C. Dear Sir.

2. You have received a letter from the manager of a company which buys computer components from your company, and you are now replying. What will you say?

A. Thank you for your letter.

B. Thanks a lot for your letter.

C. It was great to hear from you.

3. You recently stayed in a hotel and were very unhappy with the service you received. You are now writing to the manager. What will you say?

A. I had a horrible time at your hotel recently.

B. I would like to say that I am unhappy about your hotel.

C. I would like to complain about the service I received at your hotel recently.

4. You have sent a letter of application to a college, together with your CV which the college requested. What will you say in the letter to explain that your CV is enclosed?

A. You asked for my CV, so here it is.

B. As you can see, I've enclosed my CV.

C. As you requested, I enclose my CV.

5. In a letter you have written to a company, you tell them that you expect them to reply. What will you say?

A. Write back to me soon, please.

B. Please drop me a line soon.

C. I look forward to hearing from you soon.

6. In a letter you have written, you want the recipient to do something and are thanking him in advance of his action. What will you say?

A. Thank you for your attention in this matter.

B. Thanks for doing something about it.

C. I am gratified that you will take appropriate action.

7. The company you work for has received an order from another company and you are writing to them to acknowledge the order and let them know when you can deliver. What will you say?

A. About the order you sent on 12 January for... .

B. I would like to remind you of the order you sent on 12 January for... .

C. Referring to your order of 12 January.

8. In a letter, you explain that the recipient can contact you if they want more information. What do you say?

A. Give me a call if you want some more information.

B. If you would like any more information, please do not hesitate to contact me.

C. If you would like any more information, why not get in touch?

9. You began a letter with the recipient's name (e.g., Dear Mr. Smith). How will you end the letter?

A. Yours faithfully.

B. Yours sincerely.

C. Best wishes.

10. You did not begin the letter with the recipient's name. How will you end the letter?

A. Yours faithfully.

B. Yours sincerely.

C. Best wishes.

11. You are writing a letter to the company, which is a partnership. How will you begin your letter?

A. Dear Mr Smith & Co.

B. Dear Messrs Smith & Co.

C. Dear Sirs.

**Ex. 2 Look at the statements and decide if they are true or false. Comment on your answer considering that we deal with business letters.**

1. You should always write the date in full (e.g., 1 April 2000 and not 1/4/00).

2. You should always put your full name (e.g., James Harcourt and not J. Harcourt) after your signature at the bottom of the letter.

3. Business letters do not need to be broken into paragraphs. It is acceptable to write them as one continuous paragraph.

4. The close and the closing paragraph are the same structural elements.

5. In a letter signed on behalf of the sender (Mr Trevor Jones) by his secretary (Natasha Parker), it is necessary to add the abbreviation ‘cc’ before the name of the person on whose behalf the secretary is writing.

6. In the UK the date 3.9.16 on a letter means 9 March 2016.

7. If you are writing to *Mr. Peter Wood*, you will open it with Dear *Mr. Peter Wood*.

8. In the USA it is correct to open a letter with thе salutation *Gentlemen* followed by a comma.

9. If you do not know whether a female correspondent is married or not, it is correct to use the title *Mrs*.

10. If you know only the addressee’s title, you open a letter with the salutation *Dear Sir or Madam.*

11. The abbreviation *enc.* or *encl .* means there are enclosures with the letter.

12. If you open the letter with *Dear Sales Manager*, you close it with *Best wishes.*

13. You close the letter with *Yours sincerely*, if you open it *Dear Mr. Wood*.

14. The abbreviation c.c. stands for correct carbons.

15. If a secretary signs a letter and the signature is followed by *p.p.* Daniel Harris, it means that the secretary is signing on behalf of Daniel Harris.

16. The term *plc* after a UK company’s name, e.g. *Hathaway plc*, stands for Public Limited Corporation.

17. The term *Ltd* after a UK company’s name means limited liability.

18. If a letter begins with the recipient's name, e.g. *Dear Mr Ross*, it will close with *Yours faithfully*.

**Ex. 3 Write the parts (their terms) of a business letter in the correct order.**

1) Letter Head / Sender’s Address

2) …

**Ex. 4 Write the corresponding structural elements considering the information presented. Arrange the elements in the right order according to the business letter layout.**

1. You: Helen Dullwit, travel agent

Your address: Easten Travel Agency

12, The Crescent, Manchester, BR3 5YT

Tel: 01219-84436 Fax: 01219-97760

Date: 12.9.2008

Their Address: Blacks Computers, 7 White Blvd, Bristol

2. You: Tatyana Ryshova, Purchasing Supervisor

Your Address: 39, Grashdanskaya St., 119 357 Moscow

Their Address: Ms. Alison Brown, Sales Manager, Office Furnishings, 907

3rd Ave, New York

Date: 23.10.2008

**Ex. 5 Make words from the jumbled letters and match them with the definitions below.**

a. TERSGUANI CLOKB

c. ERFCNEREE

d. CSRULEENO

e. EPITVAR NAD FIDNAILTCOEN

f. BOJ TELTI

g. SURYO ELERCISNY

1. Document enclosed with a letter.

2. Figures and / or letters written at the top of a letter to identify it.

3. Complimentary close used at the end of a letter when the addressee's name is known.

4. Phrase written on a letter intended only to be read by the addressee.

5. Name and job title typed below a signature.

6. The name of someone's job, e.g. *Sales Manager, Chief Buyer.*

**Ex. 6 Write out the following addresses in the correct order.**

1) Warwick House / Soundsonic Ltd / London / 57- 59 Warwick Street / SE23 1JF

2) Bente Spedition GmbH / Herr Heinz Bente / D-6000 Frankfurt 1 / Feldbergstr 30 / Chairman

3) Intercom / E-41006 Sevilla / 351 Avda Luis de Morales / Chief Accountant / Mrs S. Moreno

4) 301 Leighton Road / VHF Vehicles Ltd / London NW5 2QE / The Transport Director / Kentish Town

**Ex. 7 Analyze the given letter. Make changes if necessary.**

**SYSTEM FURNITURE plc**

Brookfield Industrial Estate  
Twylord Westshire TD3 2BS   
England  
Tel: 0193-384 1923 Fax: 0193-2196734  
Telex: 342689

Our ref: RPL/ PE  
Your ref:

Mr W. Drake 24 October 2013

Chairman

Bristol  
Drake and Sons Engineering Co. Ltd  
England, SC5 6MG

Order 439

Dear Mr Drake,

Thank you very much for your order of 20 October 2013.

I enclose our latest price list and a new catalogue of our products.

I will keep you fully informed about the progress of your order.

Yours faithfully,

*Pauline Ellis*

Pauline Ellis (Miss)

Secretary

**Ex. 8 Analyze the letter and name the letter’s structural elements.**

ULTRASONIC Ltd.

Warwick House, Warwick St., London SW2 1JF

Telephone (081) 566 1861 Fax (081) 566 1385

Your ref: 6 May 2016

Our ref: DS/MR

11 May 2016

Ms. B. Kaassen

Bredgade51

DK 1110 Kopenhagen

DENMARK

Private and confidential

Dear Ms Kaassen,

Re: Non-payment of invoice 322/17

I am sorry to see that, despite several reminders, you have not yet paid the above mentioned invoice. Unless, therefore, the account is cleared within 14 days of the above date, I shall have no alternative but to place the matter in the hands of the solicitors.

Yours sincerely,

K. Reynolds

Kay Reynolds (Ms)

p.p. D. Sampson

Sales manager