

Dear Esteem.

RE: MY SEND

We are pleased to
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D.C. FRANCO
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Reader's Digest

Larry Medina
FINANCE DIRECTOR
Reader's Digest

Florence Wu
CONTEST COMMITTEE DIRECTOR
Reader's Digest

September 2009

Writing Business Letters Lessons A 7 Lesson E-Mail Mini-Course

Yours faithfully,

By writing-business-letters.com

Karl Erik Ch
Chief Comm



The amv.

This letter serves to
conversation with our se

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Yours sincerely,

Florence Wu

Florence Wu
Contest Committee Director

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Lesson 1: Business Letter Basics

Here are a few practical tips on writing business letter to help you when writing that next letter:

Consider your Reader

Who is the reader? In a business letter, it is usually employees, customers, suppliers or the public. When you are writing business letter, imagine that you are in the readers' position. Are they happy, frustrated or merely inconvenienced? What essential information does that person need to know through this communication? What are their expectations when they open the letter? Have you addressed all of these issues? By doing this, you will show the reader that you can relate to them and the situation. This will build a relationship between the two of you.

Be Responsive

If you are responding to or with a letter, address the inquiry or problem. Most of the time, companies rely too much on a handful of form letters to answer all situations. This shows that you do not understand their needs. When you considered you reader as above, you will be able to respond to them.

Be Personal

Letters are written by people to people. Don't address it "to whom it may concern" if it is possible. Whatever you do, do not use a photocopied form letter. You cannot build a relationship with canned impersonal letters. But also don't be too informal. Avoid using colloquial language or slang such as "you know" or "I mean" or "wanna".

Be concise and to the point

When writing business letter, explain your position in as little words as possible. Spell out what you can and what they need to do. Use clear and easy to understand language so that any misunderstanding can be minimized. Think before you write. Ask yourself why you are writing? What is it that you want to achieve? Use this 5 step process:

1. List out the topics you want to cover. Do not worry about the order.
2. In each topic, list keywords, examples, arguments and facts.
3. Review each topic in your outline for relevance to your aim and audience.
4. Cut out anything that's not relevant.
5. Sort the information into the best order for your readers.

Be friendly, build the relationship

Don't use cold, formal language. Some people have the perception that when writing business letter, they must big words. To them this is a sign of literacy. Some 'big words' have no substitute, but do use the word correctly. You want the reader to feel like they are reading a letter from someone who cares.

Emphases the positive

1. Talk about what you can do not what you can't. For example, if a product is out of stock, don't tell the customer you are unable to fill the order, instead, tell them the product is very popular and you have sold out. Then tell them when you can get the order to them.
2. Stay away from negative words. For example, your complaint about our product, instead, sorry our product was not up to your expectations.

Be Prompt

If you cannot respond fully in less than a week, tell them so and say when they can expect a respond from you.

Check Spelling, Grammar & Facts

Always make sure you are 100% correct in spelling, grammar and facts. Use the spell and grammar checker from your word processor. If you are not very good or need more help, get someone to edit the letter.

Use the correct format

We will look at how to use the correct format for a letter in the next lesson ...

This lesson was modified from 3001 Business & Sales Letters. Go to <http://www.writing-business-letters.com/Lesson> to find out more.

Lesson 2: Use the correct Business Letter Format

Why it is important to use the correct business letter format?

Because the way a business letter looks immediately gives the reader their first impression even before they read it. The quality of the paper, letterhead design, the margins, spacing and more all have something to say about the organization. A weakness in any of these elements can detract from the effectiveness of the message, even though it is expertly written.

The following provides the elements of the business letter format.

The Paper

There are different kinds of paper. I recommend using the 20lb for normal use and 32lb for important letters like resume cover letters and thank you letters.

Paper Color

White is the standard and should usually be used. Light tints (grey, blue, green, etc) are also becoming popular. Do not use any strong color unless you know it is acceptable to the reader.

Size

To me only the Letter or A4 are the only acceptable sizes. There are other sizes but I don't recommend it unless you are in the creative field.

Layout

There are many layouts; the most popular are the Blocked and Indented Styles. Whatever layout you wish to use, it doesn't really matter. As long as it is good looking. As for me, I prefer the full-blocked simply because it is easier to type on the computer.

Margins

Left and Right 1 Inch Top and Bottom 1 ½ Inch

Spacing

Most letters are single-spaced. Use double space for short letters. Leave one blank line between paragraphs, 2 Blank lines before the complementary close (i.e. Sincerely) and 3 to 4 lines for the signature.

Envelopes

Make sure the address on your envelope is easy to read so that it doesn't get tossed in some mailroom. Place the address just below the vertical centre and just to the right of the horizontal centre.

Any special instruction such as "Attention," "Personal," "Please Forward," or "Confidential," goes on the left side of the envelope below the return address.

Confidential: Ms. Susan Johnson

Date Lines

Place the date at least two spaces below the letterhead. The line may be flush left or right, or centered below the letterhead.

Do not abbreviate the month or use nd, st, or th with the day numbers, like May 5th, 1998. Also, do not use a month's number, like 6/23/89.

Both date orders listed below are appropriate; however, the latter is used mainly by the government, the military, and those outside the United States.

December 10, 2003

10 December 2003

Addresses

Make sure a person's name is spelled correctly. A recipient may decide to ignore a letter that was written by someone who cannot spell his/her name.

Do not use both the title and the degree of a person. For example, write either Howard Wyatt, D.D.S. or Dr. Howard E. Hyatt and not, Dr. Howard Wyatt, D.D.S.

Two or more men are addressed as Messrs., which means Misters. Do not use first names with this abbreviation.

Messrs. Smith, Wyatt, and Fury

Two or more women are addressed as Mesdames, Mmes., or Mses. Do not use first names with these abbreviations:

Mses. Farb, Lionel, and Gray

When addressing couples, give both appropriate titles:

Dr. and Mrs. Harold Wright

Mr. Harold Wright and Dr. Margaret Wright

Drs. Harold and Margaret Wright

Dr. Margaret Wright and Mr. Steven Jones

Mr. and Mrs. Harvey Adams-Quinn

Ms. Margaret Wright

Mr. Steven Jones

In selecting a title, always notice the way an individual identifies him or herself. For example, some who hold degrees do not use their titles while others do.

Some married women prefer Mrs.; others prefer Ms. If you do not know the title the woman prefers, use the standard Ms. or drop the title altogether:

Place the inside address at least two lines below the date.

Place a person's title after his name unless it is unusually long, then go to the next line.

Ken Green, President

Ken Green

Vice President of International Operations

The comma before the abbreviations Jr. and Sr. is optional.

Michael Jordan, Jr.

Michael Jordan Sr.

Make sure the address on the envelope is written so that a postal worker can read it at a glance.

When both a street and a post office address are given, the postal service will deliver your letter to the address that appears directly above the zip code.

Place an “attention line” directly below the company name on an envelope.

On the envelope address, type the names of foreign countries all in caps.

Spell out all numerical street names from one to ten.

127 Ninth Avenue, North

127 E. 15 Street

Five Park Avenue

One Wingren Plaza

Use a hyphen between street and residence numbers.

556 - 91 Street

Reference Lines

“Reference lines” assist with filing or routing correspondence. A reference line can refer to your files and/or your reader’s files. Place your reference line first.

Our reference: Project #234

Your reference: Invoice #3444

RE Order #4558

Salutation

Always use the name of the individual if you know it.

Dear Amy: (personal friend or close business associate)

Dear Mrs. Rider:

Dear Miss Spears:

Dear Ms. Tyler: (use Ms. If you don’t know the marital status or the preference)

Dear Mr. Farnham:

Dear Dr. Doom:

Dear Sir Elton John:

If you don’t know the name of the individual, address it to the individual’s title in the company and then use dear Sir or Madam:

Here is an example:

Head of Human Resource

ABC Company

123 Sesame Street

Dear Sir or Madam:

But please only use this if you really cannot find out the name of the person. Most companies will tell you who the person is. All it takes is a phone call.

If you are addressing to an organization and not an individual, then use the following:
Ladies and Gentlemen:

And if you want to highlight the letter to an individual(s) in the organization, use the attention line as follows:

Attention: Miss J. Fonda, CEO and Mr. M. Jackson, CFO
Ladies and Gentlemen:

Subject Line

Sometimes to speed up the handling of your mail, it may be wise to use a subject line.

Dear Mr. M. Jackson:
Subject: Order No. 456-9A6

Complimentary close

For normal business letters, I prefer to use Regards, Sincerely, and Sincerely yours. Other acceptable formal business letter close includes Cordially, Cordially yours, Very sincerely yours, Very cordially yours, Yours very truly, Very truly yours and if the person is of high stature, Respectfully yours.

Signature

Do use a title (Mr., Miss, Ms) to indicate your preference and you gender and give you First and Last Name. Example:

Sincerely,

(Handwritten Signature)
Ms. Tony Braxton

Identification Initials

The “identification line” gives the initials of the person who typed the letter.

dms

DDB:dms This indicates that the person who originated the letter

DDB/dms also typed it.

This is usually not necessary nowadays as most people (even big CEOs type their own letters) don’t have a secretary to type their letters.

Enclosure Notations

The “enclosure notation” goes flush left two lines below the signature block or the typist’s initials, if they’re included. Identify each and every enclosure that is being sent so that the reader will know if something is missing from the packet.

Enc.

Enclosures: 3

Enclosures: Hite contract

Check for \$458

Enclosures:

1. Draft of absentee policy
2. Invoice #459990

Copy Notations

Use cc, meaning carbon copy, even though you may use photocopy or other reproductions.

This notation goes at the very end of your letter and flush left.

If you do not want your reader to know that you are sending a copy to another person, omit cc and instead, type bcc, blind carbon copy, only on your copy of the letter.

Below are the ways to present this feature.

cc: Sarah Smith

cc: Dr. Howard Stewart

12337 Rocky Lane

Houston, Texas 77070

Copy to: Sarah Smith

Copies to: Sarah Smith

Howard Jones

Postscripts

Postscripts serve two purposes:

- 1) to re-emphasize a key point
- 2) to be informal and personal.

The postscript may be handwritten or typed:

P.S. Just return the enclosed card to see if you aren’t pleased with the service you receive!

PS. Give my regards to the others who had a part in making the program such a success.

The following is a sample of how a Block style letter will look like.

Date

Name of Recipient
Title/Department
Company
Street Address
City, State, and Zip Code

RE

Dear Name:

Subject:

Sincerely,

(Handwritten Signature)
Writer's Name
Title

dm (typist's initials—If the writer is also the typist, you may omit this notation.)

Enclosure

cc Dr. Joseph Hardy

PS:

We will look at **Job Search Cover Letters** Next week in Lesson 3 ...

This lesson was modified from 3001 Business & Sales Letters. Go to <http://www.writing-business-letters.com/Lesson> to find out more.

Lesson 3: Job Search Cover Letters

A resume cover letter is a letter accompanying your resume in job application. It is a very influential tool to get an interview. Since the average advertised job opening usually gets around 200 applications or more, the hiring personnel will usually shortlist the applications. The applications without any letter are the first ones to go. The logic is that if you are too lazy to write one, you'll be too lazy to work.

The next to go are the poorly written cover letters. The logic is the same, if you are too lazy to write a good one, you'll be too lazy to do a good job too. If they are happy with it, then they will look at your resume. After that the shortlist is completed.

Now, here is another important advice, when you do get recommended to fill a position via your network of friends and recruiters, do include your cover letter. Most people do not include a cover letter in this situation. If you include your cover letter, you immediately set yourself apart from the others.

So how do you write a good cover letter?

Follow these rules.

1. Always write to a specific person, not "to whom it may concern", or Dear Sir/Madam". To find out, call the HR department and find out whom the HR manager is, or the name of the manager in charge of the department you want to work under. Use your network; do you know someone who is in the company or industry? Can they help you?
2. Always make sure you are 100% correct in spelling, grammar and facts. Use the spell and grammar checker from your word processor. If you are not very good, get someone to edit the letter.
3. Research the target organization and include information or facts relating to your would be job or industry.
4. Analyze the job. Check for the noted and assumed needs and determine the most important skills the employer is looking for.
5. Address how you will meet the employers' needs.
6. Use a strong opening sentence. Do not use the standard openings like "I wish to apply for the position of ... advertised in ...". For example, if the job is for a sales manager, write something like "A proven track record in developing new business and increasing sales..." Design your opening to get the person to really read what you can do. Address the employers' needs identified earlier.

7. In the body of the letter, show them that you can meet the needs of the employer. Use the job advertisement and your network; do you know someone who is in the company or industry? Can they help you find out what are the important skills required for that job?
8. Make your cover letter visually appealing and coordinated with your resume. Do not overdo the style elements. One type font is never wrong (unless you are in the arts.)
9. Be concise. This is not your autobiography. Keep it to one page.
10. Conclude the letter with "the contributions I'll bring to your company ..."
11. Use high quality paper. I recommend the Southworth Company Bond Paper, 32 lb., 100% Cotton Fiber. This premium paper is ideal for your resume and the cover letter. The rich elegant finish is creamy smooth with the substance, texture and strength of a pure cotton sheet. It provides superb print quality in both ink jet and laser printers.

Dear Dr. Evil:

In the last 12 years as an assassin, 5 of which serving the great Corleone family, I have developed the skills that ensure the highest level of competence, time management and confidentiality.

Allow me to highlight my strengths:

- Fluent in Italian, German and French.
- Proficient in 7 weapons and 4 hand to hand combat skills.
- Extensive meeting, event and execution planning experience.
- Exceptional assassination skills.

Most importantly, I quickly learn your preferences, your goals and objectives, and I'll do my very best to aid you in your quest to eliminate Mr. Powers. I would appreciate the opportunity to present in greater detail the contributions I would make as one of your Elite Assassins. I can be reached at (999) 888-90000.

I thank you in advance for your consideration.

Sincerely,
Silver Ninja

We will look at **Reference & Resignation Letters** Next week in Lesson 4 ...

This lesson was modified from 3001 Business & Sales Letters. Go to <http://www.writing-business-letters.com/Lesson> to find out more.

Lesson 4: Reference & Resignation Letters

Letter of Recommendation

Advice for the person writing the letter

A Letter of Recommendation is also known as a Reference Letter or a Character Reference Letter. These terms are used interchangeably.

Almost everyone at some point in time will be asked to write a Reference Letter. Whether it's for an employee, a friend, or someone you've worked with, it is important to be prepared to write an effective Reference Letter.

If you are happy to write one for the person, then you should do the following:

1. Ask the person for a copy of their resume and a list of accomplishments. This is extremely helpful if you are not sure of what to say. If you know the person well, this will help you write a better letter.
2. Start the letter by describing how long you've known the person and in what capacity. Include dates of employment and details on how you've worked with (or known) the person.
3. Then describe the person's skills and performance and what makes them a good employee. Also include two or three outstanding attributes.
4. End the Letter of Recommendation by summarizing why you are recommending this person for employment. You may also want to provide a phone number or email address so employers can follow up if they have questions or want more information.

It is also very important to say "no" if you are not comfortable recommending the person. It is not in the person's best interest for you to write a bland endorsement. Employers will usually be able to read what you are not saying. Just tell the person you don't know him/her well enough to write a good letter. That way you don't hurt the person's feelings.

Here is a Sample letter of recommendation

To Whom It May Concern:

Wesley Wyndham-Pryce worked under my supervision as a Demonologist from February 1997, until April 1998. He was responsible for identifying the type of demons and its weaknesses, in addition to some clerical duties. During the course of his employment, Wesley proved himself to be an able employee and a hard worker.

I was quite impressed by his ability to complete all work assigned to him on time, if not before it was due. His work was always thorough and comprehensive. We sometimes allow our Demonologist to do some field work, but Wesley's talents prompted us to assign him more pieces than the norm. His understanding of the occult is very good for someone this new to the line.

Overall, Wesley is a very conscientious and able employee. I certainly believe he has what it takes to make a good Demon Hunter someday, and I am sad to see him leave. I strongly recommend Wesley for any related position.

Sincerely,

Advice for the person requesting the letter

When asking for a Letter of Recommendation, be sure to ask someone who knows you well enough. Some people you can ask are your relatives, lecturers (if you are fresh to the workforce), your supervisor, manager or your colleagues.

To help them write the Letter of Recommendation, give each a copy of your resume and describe the positions that you are investigating. The more they understand your objective and qualifications, the better the reference they will be able to give you.

Ensure that the letter sent directly to you. It is in your best interests to be able to screen for a less than glowing recommendation. When you send out your resume, include a copy of each Letter of Recommendation and carry them with you on job interviews.

Send a thank you letter to each of your references when you have completed your job search. It is wise to keep in close contact with your references for two reasons:

- References can be a great networking tool to track down job leads.
- You may need their help again down the road.

Be prompt with your thank you letters.

Resignation Letter

So you want to resign, to do it right, you should draft up a resignation letter to your direct boss and have a meeting with him/her to give them the letter. The letter should be brief, positive and straightforward.

State in the resignation letter that you have elected to accept another offer of employment and will be leaving your current job. Your particular circumstances will dictate whether you wish to state the name of your new company. Be sure to mention that your time with the company has been rewarding and fruitful. You might make a comment about how proud you are to have worked with the firm and how enjoyable the years you spent with the firm were.

Do not give specific reasons for leaving. State that you have decided to move because of a career opportunity that is too good to pass up.

This resignation letter will be kept on file in the human resources department. At some time in the future, this may be the only record of your resignation. Therefore, keep it positive and to the point.

Remember, the company and its employees could potentially play a role in your career or job search in the future. It is a very small world. Never burn bridges.

Here is a Sample Resignation Letter

Dear Mr. John Smith,

As required by my contract of employment, I hereby give you 2 Months' notice of my intention to leave my position as an Alligator Wrangler with ACME Crocs Inc.

I have decided that it is time to move on and I have accepted a position elsewhere. I would like to take this opportunity to thank you for the experience I have gained and the support given. I wish you and the company well in all business ventures.

Yours sincerely,

We will look at **Thank you Letters** Next week in Lesson 5 ...

This lesson was modified from 3001 Business & Sales Letters. Go to <http://www.writing-business-letters.com/Lesson> to find out more.

Lesson 5: Thank you Letters

There are three important Thank You letters we will discuss here:

- 1: [Thanking someone for a business favor](#)
- 2: [Thanking a customer\(s\)](#)
- 3: [Follow-Up from an Interview](#)

1: Thanking someone for a business favor

When a friend does you a business favor, the least you could do is write a thank you letter. You should use a good quality paper when writing to thank someone for a business favor. Depending on the nature of the favor, you may wish to consider buying the person a gift as well.

If they could take the time to give you advice, leads or information, you should take the time to let them know how you appreciate it and how it turned out. Do this and the favors will continue to come. Don't and they may think twice about doing you another favor. Based on the level of contact and the assistance given, respond in kind.

Here is a sample

Dear Mr. Don Vito Corleone,

Thank you for your help in our acquisition of the Coppola winery. As a company that prides itself on customer satisfaction, we will ensure that the quality of the Coppola wine remains at the highest standards.

We are forever in your debt. If we can ever return the favor, let us know.

As a small token of appreciation, we have shipped a case of our finest wines to your residence. You should receive it sometime next week.

Sincerely,

2: Thanking a customer(s)

One funny thing about many businesses is that they spend so much money to get new customers and forget about their loyal customers. It's good to say thank you to your customers and it's cheaper to keep a customer than to acquire a new one.

This is another sample:

Dear Dr. Lector:

Our main office has just processed your order for Fresh Body Parts, which you will be receiving via priority mail as requested.

We would like to take this time to thank you for taking a chance on a "new company ". We hope we have gained that trust with immediate, efficient service.

If there is any other service we can provide for you, please let us know.

Regards,

3: Follow-Up from an Interview

The follow-up thank you letter is one of the important keys in your job search. Within 24 hours of an interview, write a short letter thanking the interviewer(s). The letter should be typewritten and no longer than one page.

The thank you letter will provide the extra edge that gets you a second interview or the job itself by ensuring that you stay in the hiring manager's mind. It will also provide you with the opportunity to add any additional information that was not covered during the interview.

Do not send a form letter! Follow the guidelines I have given you on how to write a Business Letter.

Follow this basic outline to write a good thank you letter:

1. If there is more than one interviewer, write to each of them personally.
2. Thank the person for the opportunity to interview.
3. Express your continued enthusiasm about the position and the company.
4. Recap your qualifications and abilities, being careful to relate them to the requirements of the job and the company. Keep this portion under two sentences.
5. Conclude by stating when you will contact the interviewer for a follow up meeting or a decision on the status of your candidacy. The standard "I look forward to hearing from you" close is limp and does nothing to show the employer that you are really interested. Instead, end your letter by taking action! Specify what you will do and when you will do it. (i.e. I will call on March 5th ...)
6. Always make sure you are 100% correct in spelling, grammar and facts. Use the spell and grammar checker from your word processor. If you are not very good or need more help, get someone to edit the letter.

We will look at **Sales Letters** Next week in Lesson 6 ...

This lesson was modified from 3001 Business & Sales Letters. Go to <http://www.writing-business-letters.com/Lesson> to find out more.

Lesson 6: Sales Letters

Sales letters play an important part in the sales process. Some of the functions include identifying new prospects, responding to inquiries, following up on sales calls, acknowledging an order, problem solving and getting repeat business.

All winning sales letters succeeds by following the AIDA formula. AIDA Stands for "Attention, Interest, Desire and Action."

Attention

First, the letter must get the reader's attention with a hard-hitting lead paragraph that goes straight to the point or offers an element of intrigue. A sales letter must capture the reader's attention immediately or it won't get read. There are two common approaches that work well.

1: Open with an intriguing question or statement that grabs the readers' attention and compels him or her to read on. Here are some examples:

The power to complete multiple projects on time and on budget. (For Project Management Software.)

I'm writing to you about your husband. (For insurance if the husband dies.)

2. Opening with a list of 5 or 6 benefits. Place the biggest benefit first followed by other benefits in declining order of importance. Here's the template:

How would you like to...

Biggest benefit

2nd biggest benefit

3rd biggest benefit

and so on . . .

Interest

Next, you want to hook the reader's interest. This is usually a clear statement of the reader's problems, needs or wants. What's new? What's in it for the reader?

Remember, the reader isn't interested in you or your products. They are interested in what you can do for them. Here is an example:

For enterprises with sales of more than \$1 billion, a best-in-class IT Asset Management program could yield \$7 million savings annually, based on an IT budget of \$50 to \$60 million.

Desire

The letter should create a desire. The desire to eliminate or minimize the potential for future loss or the desire to gain something (prestige, more time, more profits, etc.). Provide a compelling reason to buy from you instead of your competition. This is called your "USP" or "Unique Selling Proposition". It's a unique advantage customers get only if they buy from you. One important USP is trust. Make your customer trust you. Provide, field tests or studies of your product, the time your company's been in business, the strength of your brand, your guarantee, testimonials from current customers and from those on your client list.

Action

Last but most important, your sales piece must have a call to action. You must ask your customer to do the action that you want, weather it is to buy or to click on a web site. Explain how and make it so easy for them to do so (as many payment methods as possible) that they will feel left out or disappointed if they don't. For Example:

Don't delay. Take advantage of this Special Price Offer. Call NOW to place your order or complete the coupon below and send your order by email, Fax or postal mail TODAY!

Here is a sample Sales Letter.

Dear Miss Bonnie Tyler:

This is my favorite kind of letter. How many letters have I had to write over the years advising you of a price increase? Why, you ask, am I so happy? Read on!

This is to advise you that, for a limited period of time, we are reducing prices on certain items in our catalog.

Take a moment to review the enclosed catalog. I have circled in red ink the items that are temporarily reduced. What an opportunity!

Please take advantage of these prices. If you wish to order large quantities, or stagger shipments, give me a call and we will try to work out mutually acceptable terms and conditions.

In any event, get your order in, as these prices are only in effect until 30 November 200X.

I do enjoy writing this type of letter. Thank you in advance for your order.

Yours very truly,

We will look at **Confirmation Letters** Next week in Lesson 7 ...

This lesson was modified from 3001 Business & Sales Letters. Go to <http://www.writing-business-letters.com/Lesson> to find out more.

Lesson 7: Confirmation Letters

It is wise to confirm any agreements or agreements in writing to ensure that all parties share the same understanding, and to have a written record for future reference.

Repeat all relevant details of the appointment, course, meeting, speaking engagement, transaction, or whatever: date, time, place, enclosures, amounts. In short, don't rely on any previous oral or written information; repetition of details is one of the main purposes of the written confirmation.

Mention the date or manner of any initial phone, personal, or written contact/agreement/meeting/request.

Unless routine or obvious, suggest a method to contact you in case the confirmation note reveals some error or misunderstanding.

Here is a sample:

Dear Mr. McKnight

I am writing to confirm my appointment with you made over the phone the other day. We agreed meet in your office on May 6, at 9:30 p.m. Please complete the fact finder I have enclosed so that our meeting will be productive. If you have any question regarding our appointment or the fact finder, please call me.

I look forward to meeting you.

Regards,

This lesson was modified from 3001 Business & Sales Letters. Go to <http://www.writing-business-letters.com/Lesson> to find out more.