

Business Letter Writing

The basics of good business letter writing are easy to learn. The following guide provides the phrases that are usually found in any standard business letter. By using these standard phrases, you can give a professional tone to your English business letters. These phrases are used as a kind of frame and introduction to the content of business letters. At the end of this guide, you will find links to sites that give tips on the difficult part of writing successful business letters –arguing your business objective.

The Start	
Dear Personnel Director, Dear Sir or Madam	(use if you don't know who you are writing to)
Dear Mr, Mrs, Miss or Ms	(use if you know who you are writing to, and have a formal relationship with – VERY IMPORTANT use Ms for women unless asked to use Mrs or Miss)
Dear Frank	(use if the person is a close business contact or friend)
The Reference	
With reference to	your advertisement in the <i>Times</i> , ... your letter of 23 rd March, ... your phone call today, ...
Thank you for your letter of March 5 th .	
The Reason for Writing	
I am writing to	enquire about ... apologize for ... confirm ...
Requesting	
Could you possibly ... ?	
I would be grateful if you could ...	
Agreeing to Requests	
I would be delighted to ...	
Giving Bad News	
Unfortunately ...	
I am afraid that ...	
Enclosing Documents	
I am enclosing ...	
Please find enclosed ...	
Enclosed you will find ...	
Closing Remarks	
Thank you for your help	
Please contact us again if	we can help in any way. there are any problems. you have any questions.
Reference to Future Contact	
I look forward to	hearing from you soon. meeting you next Tuesday. seeing you next Thursday.
The Finish	
Yours faithfully,	(If you don't know the name of the person you're writing to)
Yours sincerely,	(If you know the name of the person you're writing to)

Best wishes,
Best regards,

(If the person is a close business contact or friend)

Here is a sample letter using some of these forms:

Ken's Cheese House
34 Chatley Avenue
Seattle, WA 98765
Tel: (206) 456 8967
Fax: (206) 456 6745
Email: kenny@cheese.com

Fred Flintstone
Sales Manager
Cheese Specialists Inc.
456 Rubble Road
Rockville, IL 896756

Dear Mr Flintstone,

With reference to our telephone conversation today, I am writing to confirm your order for: 120 x Cheddar Deluxe Ref. No. 856

Please contact us again if we can help in any way.

Yours sincerely,

Kenneth Beare
Director of Ken's Cheese House

Here are some other basic business letters which you will find useful for typical English business correspondence.

[Making an Enquiry](#)

[Replying to an Enquiry](#)

[New Account Terms and Conditions](#)

[Basic Business Letters](#)

[Writing a Cover Letter when Applying for a Job](#)

At: <http://esl.about.com/library/weekly/aa041399.htm>