Business Letter Basics

QUESTIONS

Which date format should NOT be used in an English business letter?

October 18, 2002

18 October 2002

18.10.2002

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WRONG!

BACK

You start a business letter to the U.K. with 'Dear Sir or Madam'. What should the complimentary close be?

Yours faithfully

Yours sincerely,

Yours faithfully,

Sincerely,

ERROR

BACK

Congratulations!
YES!

Where can the subject line in an English letter be?

BETWEEN THE SENDER'S NAME AND THE RECIPIENT'S ADDRESS.

BETWEEN THE BODY OF THE LETTER AND THE COMPLIMENTARY CLOSE.

BETWEEN THE SALUTATION LINE AND THE BODY OF THE LETTER.

No, the subject line should be somewhere else.

BACK

Good! This is where you MAY put it.

You write a letter to the UK starting
'Dear Ms. Black,'
How should this letter end?

Love,

Yours faithfully,

Yours sincerely,

WRONG!

BACK

IT’S REALLY SO!

The first goal in writing a business letter is to get the recipient's …

attention

services

trade

address

OOPS!

BACK

The enclosure notation represents…

that you have left out a part of the letter and need to mail them another letter

that there is something else besides the letter included in the envelope

the typists name

NO!
TRY
AGAIN

BACK

Our address and phone number are shown on our…

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WRONG!

BACK

Congratulations!
YES!

Traditionally, where should you place the date on your letter?

In the middle of the paper

On the top left of the paper

At the end of the letter

On the bottom right

BACK

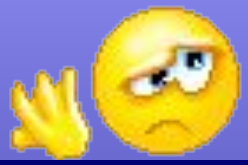
When keying in a personal business letter that is in block style, the block style means…

All parts of the letter, except the salutation are typed at the left margin

All parts of the letter should be typed at left margin

All parts of the letter, except the return address are typed at the left margin

All parts of the letter should be centered



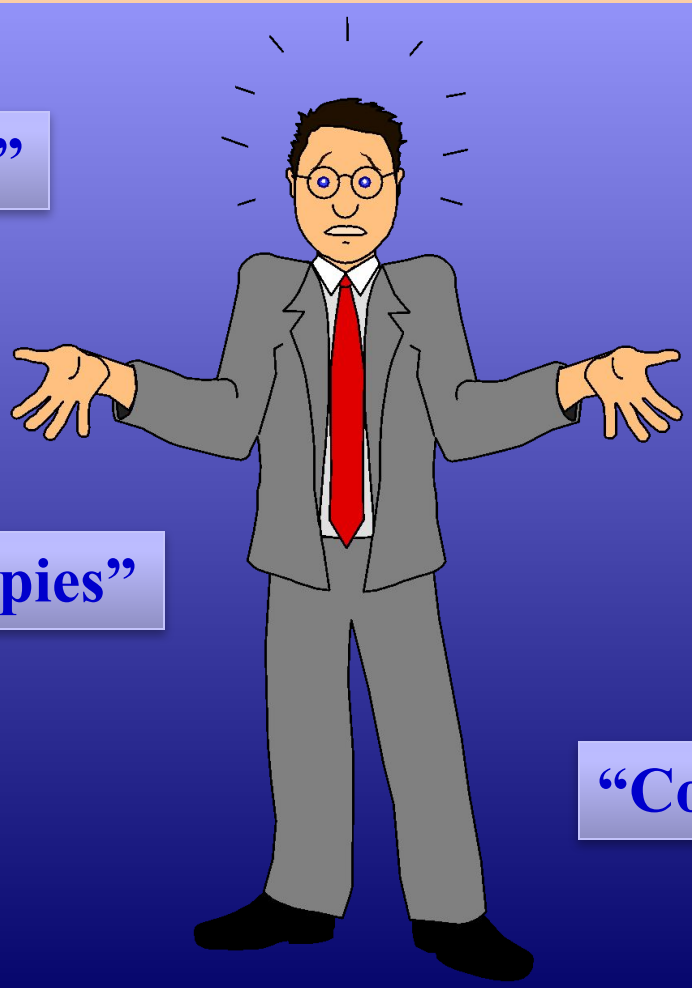
TRY AGAIN

BACK

If we don't want the named recipient to know that other people have received copies we use:

"Secret copies"

"Blind copies"



"Blind carbon copies"

"Confidential copies"

BACK