

ACADEMIC STUDIES

ENGLISH

**Support Materials and Exercises
for**

WRITING LETTERS



WINTER 1999

WRITING LETTERS
ACADEMIC ENGLISH

ACKNOWLEDGEMENTS

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Winter 1999

This support module may be used with BAU-ENG 6.9, Letters, and IAU-ENG 2.7, Writing Letters.

BAU-ENG 6.9	LETTERS
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OBJECTIVE
 Upon successful completion of this unit, the learner will be able to
 1. compose a friendly/informal letter.
 2. prepare a letter for mailing.

TEACHING POINTS			Level
Format	1	salutation, body, closing	5/6
	2	correct punctuation of parts of the friendly/informal letter	5/6
Mailing	3	fold letter correctly	5/6
	4	correct format for address	5/6
	5	correct postal codes: e.g. NB, ON, SK	5/6
	6	correct format and placement of postal codes	5/6
	7	size of envelope	5/6
	8	return address	5/6
Uses	9	to correspond with friend	5/6
	10	letter to the teacher	5/6
	11	letter to “Dear Abby”	5/6
	12	informal invitation, letter of regret, letter of condolence	5/6

Learners should be encouraged to write “real” letters wherever possible in this module. In addition, learners may take over the responsibility of writing letters associated with the day to day activities of the class, e.g. inviting and thanking speakers, thanking donors, etc.

OBJECTIVE

Upon successful completion of this unit, the learner will be able to

1. plan and write friendly and formal letters.
2. plan and write business letters.
3. prepare letters for mailing.

TEACHING POINTS			Level
Personal Letters	1	Parts: date, salutation, body, closing	7
	2	Appropriate content	7
Envelopes	3	Correct address position and format	7
	4	Return address	7
	5	Folding and inserting letter correctly	7
Business Letters	6	Parts: return and inside address, salutation, body, closing	8
	7	Types: request	8
	8	inquiry	8
	9	order	8
	10	complaint	8
	11	Format: full block	8
	12	block (sometimes called modified block)	8
	13	modified block (sometimes called modified with indents)	8
	14	Structure: 1 st paragraph-general statement	8
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NOTE TO FACILITATORS AND LEARNERS:

1. This module, Writing Letters, presents information and exercises to accompany the objectives of BAU-ENG 6.9, Letters, and IAU-ENG 2.7, Writing Letters.
2. Learners working to complete the requirements of BAU-ENG should complete all the sections on PERSONAL LETTERS plus the section on ENVELOPES located on page 42.
3. Learners working to complete the requirements of IAU-ENG should review the section on PERSONAL LETTERS before starting work on BUSINESS LETTERS.
4. Facilitators are free to use any support materials appropriate to their learners' needs.
5. Additional resource materials will probably be required for those wanting more information on this topic or for those needing more practice mastering certain areas. Any text on writing can provide additional useful material.
6. Alternate support materials may be appropriate.
7. Some confusion may arise from the names of the three business letter formats. Different texts use different names and some are contradictory. Learners should know how to recognize each format according to its features.
8. Writing is always the best to learn how to write. Learners should be encouraged to write "real" letters wherever possible in this module and actually send them. In addition, learners should take the responsibility to write letters associated with the day to day running of the class. e.g. letters to invite and thank speakers, letters requesting research informations, etc.
9. It is the learner's responsibility to search out additional exercises to supplement the practice work included in this module by consulting with his/her facilitator.
- 11 Do **NOT** write in this module. Please make your notes and complete the exercises in your own notebooks so that other learners may also use these booklets.

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I. INTRODUCTION

In this module on letter writing, you will have an opportunity to investigate a special kind of writing that is particularly useful in your everyday life, at home and at work. To create an effective letter, writer needs three sets of skills:

10. A good knowledge of mechanics (spelling, grammar, etc.)
11. The ability to structure good sentences and paragraphs
12. A familiarity with the conventions readers have come to expect when reading letters.

You have already had a lot of practice with the first two skills. The only one left to master is the conventions (arrangement of details) within the letter.

People communicate every day by telephone, computer e-mail, the Internet, and that modern marvel, the "fax" machine, where an exact copy of any document is transferred thousands of miles over telephone cables.

Does anyone still write letters?

The answer is a strong and definite, yes. Letter writing is still important. It is sometimes easier to write down our feelings and thoughts than it is to speak them. It also remains less expensive to mail a letter to family or friends than to call long distance or pay for access to a computer and e-mail. For conducting personal business, such as requesting services from a company, complaining about products, applying for employment, and contacting the editor of a local newspaper, letters remain the best and most effective way of getting the message across.

Letters, unlike phone calls, have several advantages. First, they provide a permanent record of what was said. Second, the writer has the time to carefully compose the message, and the reader has the time to read it and reread it until the message is clear. As well, a letter can be kept on file and used as many times as necessary. Other forms of communication may not offer this advantage.

In the business world, letter writing continues to play a vital role. Letters flow regularly between offices, companies, and other organizations.

Anyone can write a letter; however, it is important to learn how to write an *effective* letter, one that ensures that you will get what you want. You need to be taken seriously. You need to make yourself understood.

Certain *styles* of letters are required for certain occasions. When deciding what style of letter to write, consider the *purpose* of the letter, and the *audience* of the letter. If you are writing to a friend about your new job, for example, you would



write a *personal letter*. If you are writing to a car dealership to complain about the number of times you had your car serviced, you would write a *business letter*.

A. PERSONAL LETTERS

A *personal letter* is written to someone you know or want to know better. A personal letter is usually written in casual, friendly language, or in practical straightforward language, depending on the *purpose* and *audience* of the letter.

1. PARTS OF THE PERSONAL LETTER

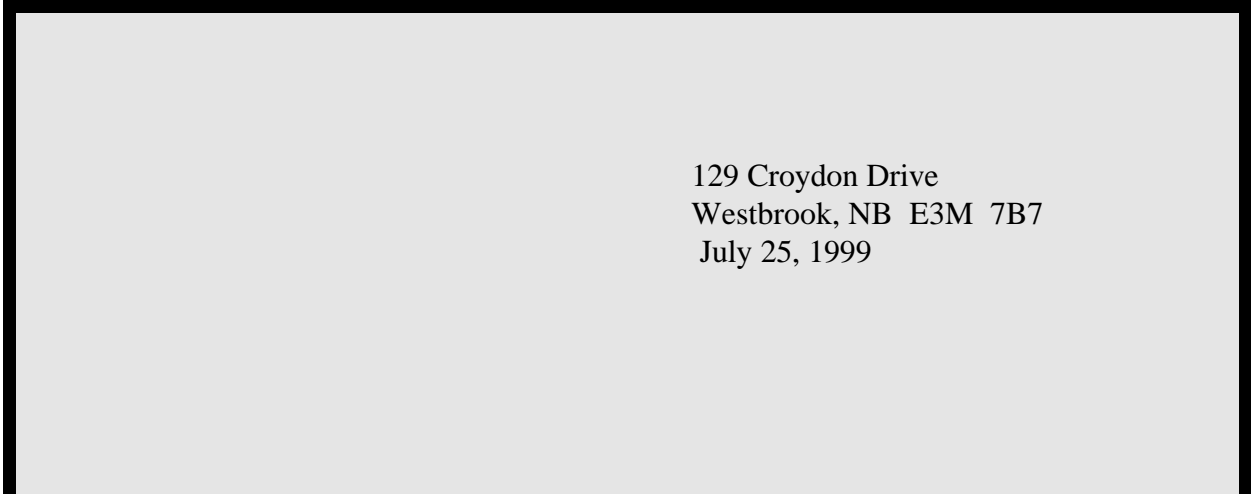
All letters must follow certain conventions or formats. Here is the *format* to use when writing a personal letter. It will help you organize your letter and make it easier for your friend to read. The personal letter format has five parts.

Heading/Date
Salutation, ----- -----
-----Body----- ----- ----- -----.
Complimentary closing, Signature

1. The Heading

The *heading* **may** include your *complete address*, but it certainly must have the *date*. It is placed in the upper right hand corner of the letter. If you choose to include your own address, set it up this way. On the first line, write your apartment number, postal box, rural route number, and your street address (whatever applies to your address). The second line should list your city, town, or village, the province, and postal code. (Do not use a dash between the two sections of your postal code.) The third line gives the month, the day and the year you are writing the letter.

Never write your name as any part of the heading. An example of a heading follows.

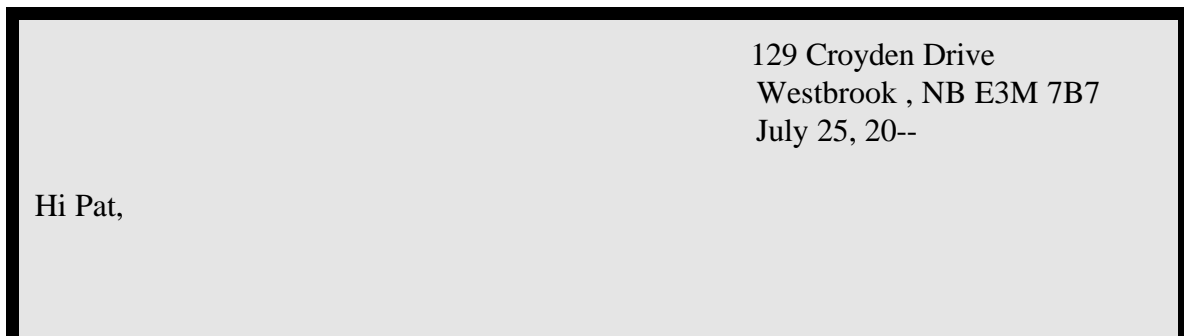


If you choose not to include your return address, simply write the date at the top right of the page.

2. The Salutation

The *salutation* is the greeting you send to the reader. It is up to you how you address your friend - remember, a personal letter is written in casual language. Often, the salutation begins "Dear....," although other greetings, such as "Hello....," or "Hi,..." are acceptable.

The salutation is written two lines below the **heading**, at the *left* margin. A comma usually follows the salutation in a personal letter.



3. The Body of the Letter

In the *body* of a personal letter you do your "talking." The message you place in the body should follow all the basic rules of paragraphing, spelling, punctuation, sentence structure and paragraphing. Indent the first line of each new paragraph about five spaces. Again, the language should be casual. The details you include, and the order in which you present them, depend on you and what you want to say.

4. The Complimentary Closing

The *closing* is like saying good-bye. Capitalize only the first word of your closing. Punctuate it at the end with a comma. Common closings are, "Yours truly," "Love," and "Your friend,,". The closing should be placed to the right of the centre line of the letter. Line up the first word of your closing with the first word in your heading.

	129 Croydon Drive Westbrook, NB E3M 7B7 July 25, 20--
Hi Pat,	

_____.	
_____ BODY _____	
_____.	
COMPLIMENTARY CLOSING→	Your friend,

5. The Signature

The *signature* is the part of the letter where you sign your name. You may sign with your first name only, if the person receiving the letter would recognize you from just your first name. Otherwise, use your full name. Sign your name beneath the closing; the first letter of your name should line up with the first letter of the

closing.

Your friend,

Donna Wilson

2. TYPES OF PERSONAL LETTERS

Any time you write a letter for a personal reason, you may use a personal letter format. This module includes samples of six types of personal letters.

a. *FRIENDLY LETTERS*

When you write to a friend to exchange news and “catch-up” on the latest news, the letter is written in casual language. You write as if you were speaking to the friend. Although the letter may be to someone who knows you well, it is important that you spell correctly, write in complete sentences, and keep your thoughts separate by writing in complete sentences and paragraphs, indenting at the beginning of each paragraph. Grammar, spelling, capitalization, and punctuation count as well. You want the reader to understand what you mean to say.

It is up to you what kind of paper you wish to use to write your letter. Obviously, a crudely torn-out sheet of tablet paper, or writing in the margins of a newspaper will not do! Use paper that is clean and neat. Unlined paper is considered most proper. White, cream, and light blue are probably the best colour choices.

Neatness counts! It is the way you write your letter on the paper of your choice that matters most. Try to keep your margins straight and even, so the reader can easily follow what you are saying. Use pen, with blue or black ink. Pencil smudges easily, and some coloured ink does not show up well. Try not to cross out words, or smudge the ink. Use your best handwriting. If the reader cannot make out your words, it does not matter what you say! If you are concerned that your lines will be crooked, place a piece of lined paper under your blank page. The lines will show through as you write, but, of course, will magically disappear when you lift the paper you have written on..

You may type longer letters, but only if you type well. It is difficult to correct errors on some typewriters, especially if you find the errors after you have removed the paper from the typewriter. Word processing, or typing on a computer, is certainly acceptable. Be sure to proofread your work for typing errors. If you are

using a computer, you can use the spell and/or grammar checker.

Here are some guidelines for writing friendly letters.

1. If you are answering a letter you received from someone, thank the sender for his/her letter, or for responding to questions you asked in your last letter. This lets the reader know you received and read his/her letter.
2. If you are responding to a letter, have that letter on hand when you write your reply. Answer the questions and comment on the information given in that letter. This lets the reader know you were interested in what he or she had to say.
3. Write about things which would interest both you and the reader.
4. Make your letter as detailed and descriptive as possible. You want the reader to be interested and to feel as if they have shared your experiences.
5. Ask questions so that your friend will have something to write back about. Avoid filling your letter with questions, however. Your friend is probably interested in what you are doing.
6. **ALWAYS USE CORRECT SENTENCES AND PARAGRAPHS.**
7. Proofread your letter for errors in expressions, as well as grammar. This will help you reader and prevent misunderstandings.

On the next page, you can read an example of a friendly letter written in casual language.

21 Price Street
Perth, Alberta

T1J 3X8

June 10, 20--

Dear Jill,

I was very happy to hear from you so soon. The pictures that you included from Florida made me jealous! Here, it has been like winter all the month of May.

As you may have noticed from my address, I have big news for you! On May 28th, I joined the Welder's Union and within three days they assigned me to a project in Perth, Alberta. The address above is where I now live. Things certainly change fast! So far, I like the job. I have heard rumours that we may be sent to the Yukon to work on contract. While I am not thrilled about the climate there, I would make much more money.

The only other item of news lately is that my sister, Linda, is getting married this summer. You will be receiving a wedding invitation. She hasn't even made her mind up

Exercise I

NOTE: Please use unlined, white paper for this exercise. It may be helpful to place a lined sheet of paper beneath the unlined sheet, so that you can write straight lines. Your instructor will correct your work and record your mark.

If possible, these letters should be real letters sent to real people. Sending and receiving letters can be a great experience. Some friends have maintained a correspondence for twenty years and more without ever having seen the other person face to face in all that time.

It is alright, however, to use your imagination for this letter. The information given does not have to be true, and the letter does not need to be sent to anyone.

1. Write a letter to a friend or relative in which you up-date him/her on the events in your life over the past three months. Be sure to follow the guidelines, format, and suggestions for writing friendly letters. Remember that all spelling, grammar, and all the other conventions of standard English usage apply, so always proofread your work.
2. Write a letter to a friend who has recently moved to another city. Again, be sure to follow the guidelines, format, and suggestions for writing friendly letters.

b. *THANK-YOU NOTES*

Thank-you notes, another type of personal letter, are sent as a courtesy to thank someone for his or her thoughtfulness or kindness. After receiving a gift, flowers, or a favour, sending a thank-you note lets the sender know you received the gift, noticed the favour, or appreciated his/her kindness. The thank-you note should be sent as soon as possible after receiving the gift or favour. Thank-you notes follow the same format as friendly letters and in general should be handwritten. Depending on who will receive the letter, you may use decorative note paper. A sample thank-you note follows:

Street 403 West Seventh
3W9 St. Leonard, NB E3B

July 12, 20--

Dear Laura and Stan,

We had a great time at your cottage last weekend. Two whole days of rest and good company beside the ocean did wonders for both of us!

It certainly was good to catch up on what you've been doing, and the food was fantastic.

Thanks for giving us such a good time. We're looking forward to seeing you in September at our camp for some fishing.

Your friends,

Pauline and Daryl

Note the margins left around the outside of the letter. At least an inch should be left all around the text of the letter.

c. **LETTERS OF CONDOLENCE**

Another type of personal letter, a *letter of condolence*, is sent to express sympathy for something that has happened to the reader of the letter or to someone close to him/her. This is probably the most difficult of all personal letters to write. You will want to console the reader without increasing his/her sorrow. When writing letters of condolence, start by telling why you are writing the letter. Then, tell how you feel about the situation. Express your sympathy. Keep the letter as simple as possible.

A letter of condolence follows:

RR 4, Site 23, Box 19
Chipman, NB E7N 3T6
July 25, 20--

Dear Jack,

I heard only yesterday about Patty's accident. I want to express my

deep sympathy to you and your family on her death.

There is no way that

I can say in words how I feel, but I hope you know how shocked and sad

I was when I heard the news. Patty was a very good friend, and I will

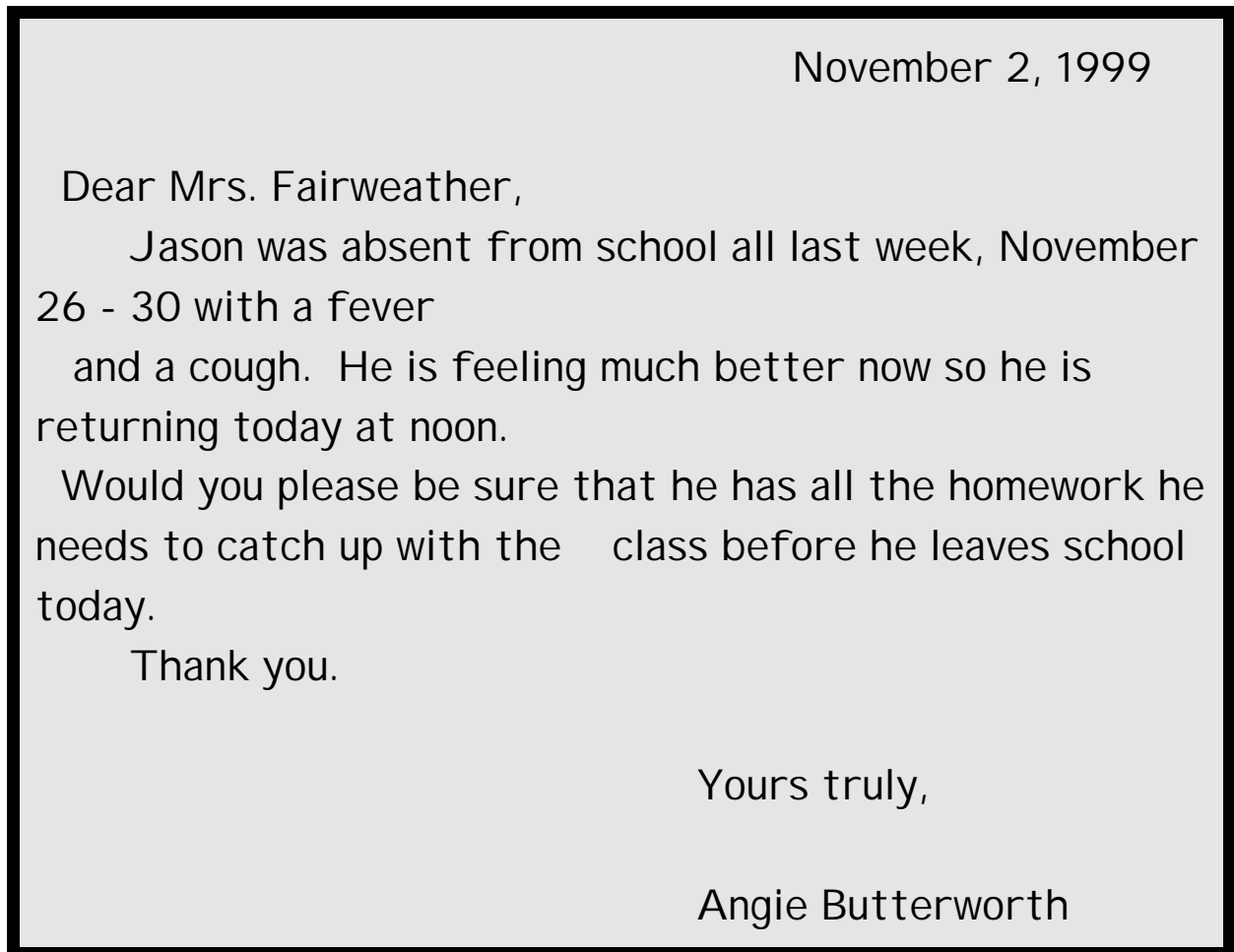
never forget her. She was a generous woman who was always there for me.

I will miss her very much, as will all of us here who knew her.

Sincerely,
Lucy

d. NOTE TO THE TEACHER

Sometimes it is necessary to write a note to the school, to your child's teacher or to someone else in the community. The friendly letter format is also appropriate in these situations. Here is a sample note to the teacher.

**e. LETTERS OF INVITATION**

When writing letters of invitation, you need to take special care to think about your *purpose* in writing. For example, are you writing simply to invite them? Do they need to be persuaded to come? Do you need to know for sure that they are coming so you can make sure there will be enough food? Will they need a place to sleep? Depending on the situation, they (*your audience*) may need very precise information: exact location, exact time, appropriate dress, approximate costs, and even sometimes whether it is necessary to reply to the invitation.

25 Albion Road
Moncton, NB E2C 3Y9
April 26, 2003

Dear Anna and Frank,

Next month on May 26, Mom and Dad are celebrating their 50th wedding anniversary. We've planned a homecoming weekend and invited family and friends. We'd like you to be part of the celebration because we know how close you were to them during the time that you lived in Thamesville.

Organized activities start with a supper and baseball game on Friday, May 26, at the church hall in Thamesville. On Saturday, we will hold an old fashioned picnic at Water Works Park, complete with games for both children and adults. The weekend will wrap up with a luncheon at the Dew Drop Inn at noon on Sunday. We are asking each family to contribute \$20.00 towards a donation that we will be making in Mom and Dad's name to the renovate the local museum.

Please call Mary Margaret to let us know whether you'll be coming and whether you will need accommodation. Her number is (506) 667-2111.

We're really hoping you can make it.

Affectionately,

f. LETTERS OF REGRET

If you are unable to attend a function, particularly one for which you have received a written invitation, a *letter of regret* is not only polite, but usually expected. The letter you write should be warm and friendly. In many cases, you may want to explain why you are not able to attend. Be sure to thank the person for the invitation and let them know you appreciated it.

April 30, 2003

Dear Sylvia,

Thank you so much for thinking of us and inviting us to be part of Mark and Emma's special day.

Unfortunately, we will not be able to come because our daughter, Moira, is graduating from Mount Allison University in Sackville that weekend.

You can't believe how disappointed we are that we will miss the fun with all our old friends. We do, however, want to be part of the donation you mentioned, so I have enclosed a cheque for you to add to the pot.

Thanks again for including us. Please tell Mark and Emma that we will definitely make time to visit them later in the summer.

Love,

Anna and Frank

Exercise II

NOTE: Please use unlined, white paper for this exercise. All letters will be marked for spelling, punctuation, and grammar as well as format and content.

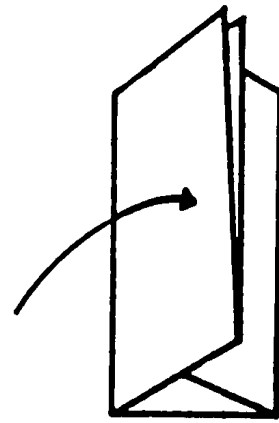
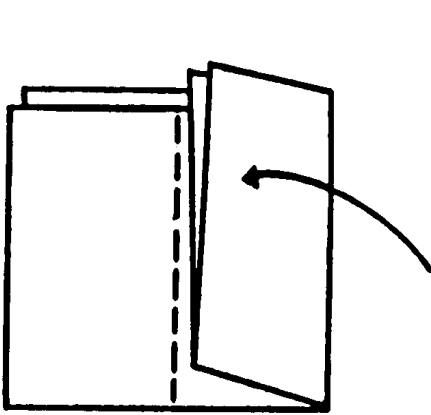
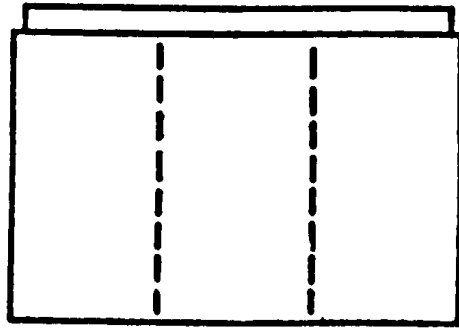
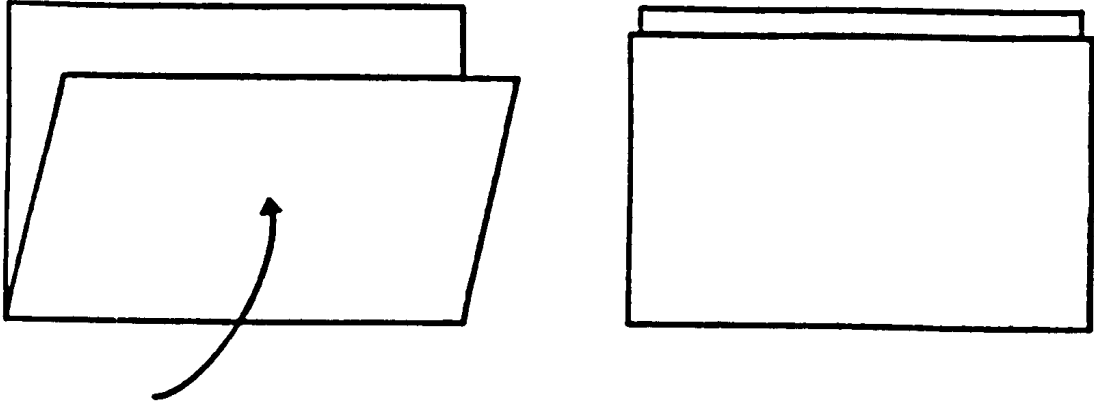
1. Write a letter of condolence to a friend whose father has recently passed away. Follow the format for a condolence letter given in this package. Remember revise and proofread before you prepare the final copy.
2. Write a thank-you letter to a friend or relative, thanking him/her for a Christmas gift. Use your imagination to make it more interesting - perhaps you could describe your Christmas in the letter.
3. Write a letter to your daughter's teacher. You are concerned about her recent marks, and you would like to arrange a meeting to discuss what can be done to help her.
4. Write a letter to an old friend inviting him or her to attend a family reunion.
5. Write to two letters in response to #4: one letter of acceptance and one of regret.
6. Read the next section on folding personal letters and addressing envelopes. Then, fold one of your letters correctly and prepare it for mailing. Demonstrate how to put it into an envelope.

3. *FOLDING LETTERS*

After you have written a friendly letter, it must be folded, of course - and there is a **right** way to fold letters. For a friendly letter on writing tablet paper, usually 15 cm × 20 cm, first fold it in half, bottom to top, so that the writing is on the inside. If the letter is still too large to fit into the envelope, fold it again, this time in thirds from left to right

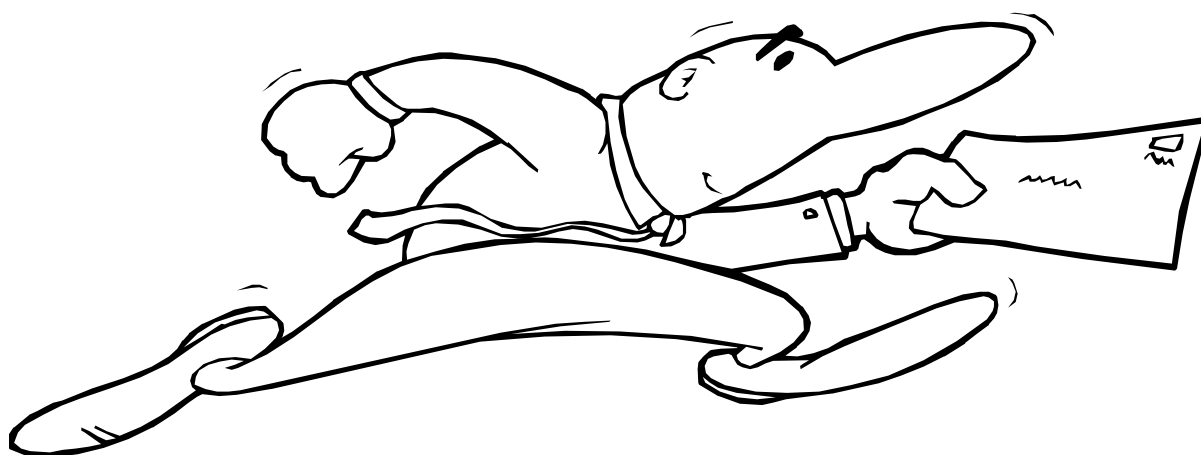
Insert the letter into the envelope so that the reader can open it easily. When removed from the envelope, you should be able to open and read it with one hand, without having to turn it over.

FOLDING LETTERS



4. *ADDRESSING THE ENVELOPE*

For information on how to properly address an envelope, complete that section at the end of this module.



B. BUSINESS LETTERS

Every company, large or small, relies heavily on the business letter to keep the organization running smoothly. Business letters ask for and give information, order goods and services, request appointments, make complaints, and deal with all routine matters. Although telephone calls have their place in the business world, letters have several important advantages.

1. Letters provide a permanent, written record.
2. Letters are like written promises and clearly indicate who is responsible.
3. Letters allow busy people to send and receive information when it is convenient for them.
4. Letters allow time to think about and research a topic or situation before writing or responding.
5. Letters allow the reader the chance to reread and review complicated material as often as necessary.

A business letter should be brief, concise, clear, courteous and tactful. To get the best letters possible, use the writing process. Start by focusing on your purpose for writing the letter and the results you want from it. Think about your reader's needs. Second, prepare an outline or plan. It doesn't have to be more than a few scribbles on a scrap of paper that list the points you want to be sure to include. Third, write a rough draft of the letter and allow a "cooling off" period before you revise it. Business letters are not a place to vent your anger, but rather a way for you to present a reasoned and logical argument. Fourth, revise the letter by arranging the details effectively and reworking sentences and paragraphs until your message is as brief and clear as possible. Finally, check the mechanics of your writing and prepare the letter for mailing.

Knowing how to write a correct and effective business letter is one of the best skills any employee can have, no matter what his/her work assignment is.

Letters like paragraphs have three main sections: the introduction, the body, and the conclusion.

The **introduction** consists of the

heading (the sender's return address)

date (the month, day, year on which the letter was prepared)

inside address (the name and address of the receiver)

salutation (a greeting like *Dear Ms.*)

The **body** of the letter contains the message the writer needs to send.

The *conclusion* consists of a
complimentary closing (like *Yours truly* or *Sincerely*)
signature (sender's name written in pen)

1. **ESSENTIAL PARTS OF A BUSINESS LETTER**

A business letter, unlike a friendly letter *must* have a *heading*. On the first line, write your apartment number, postal box, rural route number, and your street address¹ (whatever applies to your address). The second line gives your city, town, or village, and the province name, and postal code². On the third line, write the month, the day and the year you are writing the letter. *Never write your name as part of the heading of a letter.*

2342 54th Street
 Sussex, NB E4C 1T0
 June 26, 1999

The *inside address* is placed at the left margin, two spaces below the heading and contains the receiver's full name, title, and address.

2342 54th Street
 Sussex, NB E3C 1T0
 June 26, 20--

Mr. Jack Humphries
 President
 Allied Trucking Limited
 22 Provincial Avenue
 Capital City, NB E2B 1T1

¹ Do not use abbreviations for words like *Street*, *Avenue*, *First*, or *East* as part of street or city name.

² Do not write a dash or hyphen between the two sections of the postal code.

The **salutation** is placed two spaces below the inside address. If you don't know the person well, use his/her full name and title in the salutation. If you do know him/her well, you would use his/her full name and title in the inside address and his/her first name in the salutation. In situation where you don't know whether the reader is male or female, you may find something like *Dear Customer Service Representative* or *Attention: Billing Department* suitable.

305-19 Maple Avenue
Hampton, NB E4N 3C3
January 13, 20--

Ms. Elizabeth Jackson
Manager
Treasurer
Salisbury Foods
22333 Centre Boulevard
St. George, NB E3N 2H6

Dear Ms. Jackson: (or *Dear Liz* if you know her well)

The **body** of the letter is, of course, what the letter is all about. It begins two spaces below the salutation. You should single space within paragraphs and double space between them. The body of many business letters contains three paragraphs (although they don't all have to have five sentences). The first paragraph should state the problem or situation clearly. The second paragraph should explain in specific detail the reason for writing. The third and final paragraph should make a specific request for action and close with courtesy. Here's a sample body.

Dear Mr. Franklin:

We would like to invite you to speak at our annual Career Days Forum next month.

The event will take place at the Learning Centre in Sackville, New Brunswick, on April 23, 1999, from 10:00 a.m. until 12:30 p.m. We have invited a number of business people to give half hour presentations about the skills and training required to gain employment in their field. Many of the students are interested in learning about marketing and management in the technology industry, and your experience in this area would be most welcome.

Please call Marion Stacey at (506) 443-9900 to let us know if you will be able to attend and to arrange a time slot for your presentation. We will gladly arrange for any audio-visual equipment you may need. Thank you for considering our request.

The conclusion of all letters is a brief phrase showing respect called the *complimentary closing* which is placed two spaces below the body. Only the first word of this closing is capitalized. Four or five spaces below this, the writer's typed signature (and title, if appropriate) should appear. The sender of the letter should write his/her signature between the complimentary closing and the typed signature.

Yours truly,

Christina Sharp

Christina Sharp

Second Page

Most letters should be kept short and concise, but if a second page is required, arrange the body so that at least two of its lines appear on the second page. This second page should also have a heading that contains the recipient's name, the page number, and the date on which the letter was prepared. There are two possible styles.

Ms. J. Spencer
Page 2
March 12, 1999

2. BUSINESS LETTER FORMATS

The *format* for a business letter also differs from that of a personal letter. You will learn *three* acceptable formats for business letters: *full block*, *block* and *modified block*.³

a. FULL BLOCK FORMAT

Full block format is the most common format in use today, perhaps because it is the easiest to remember and it is well suited to the way a word processor works. *Every* line begins at the left margin, the return address, complimentary closing, signature, and even the first line of each paragraph. Paragraphs are separated by a double space.

On the next page, you will see a layout for a business letter written using the full block format.

³ Some confusion may arise because different textbooks give these three formats different names. The formats are all the same; only the name changes.

123 Centre Street
Yorkton, NS B4T 1Y9
February 21, 2005

John Clancy
Personnel Manager
Greenbay Publishers Inc.
99 Hollingshead Road
Fredericton, NB
E3B 2C3

Dear Mr. Clancy

We are pleased to _____

_____ your account..

In addition, _____

_____ the work.

It would be our pleasure _____
_____ contact us.

Yours truly

Shirley Paterson
Shirley Paterson
Director of Research

b. BLOCK FORMAT

Block format is a style of organizing parts of a letter that is seen frequently in business correspondence today. It is similar to full block, except that the heading, complimentary closing, and signature are placed to the right of the centre line of the letter. The spacing between parts remains the same.

9 Parker Lane
Westhill, PE C4K 1Y0
March 16, 2002

Phil Smith
222 Victoria Avenue
Moncton, NB E2C 1P9

Dear Phil:

This is just _____
_____.

I am sure _____

_____.

Thank you for _____.

Sincerely,

Martha Mason
Martha Mason

c. MODIFIED BLOCK

Modified block was very popular a few years ago, but it is not used too often today in the business. It is, however, a good format to use when you are writing a letter by hand. It is exactly the same as the block format except that the first line of each paragraph, like that of a friendly letter, is indented at least five spaces.

16 McNab Crescent,
Hampton, NB E4D 2G0,
June 1, 1999.

John Doyle,
Public Works Department,
Town of Hampton,
Box 119,
Hampton, NB E3D 2Y7.

Dear John:

I represent _____

We are _____

Please contact us _____

Yours truly,

Fred Bacon

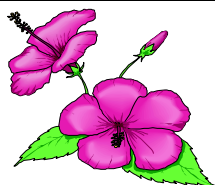
Fred Bacon

USING PRE-PRINTED LETTERHEAD

Many companies use professionally printed letterheads so their business communications will look really polished. In fact, now that computers can handle graphics and print in colour almost anyone can have letterhead paper and envelopes.

Because the letterhead includes the sender's return address, begin the letter with the date positioned a couple of spaces below the letterhead. You may place the date at the left margin or to the right of the centre line, depending on which letter format you are using. Double space between the date and the inside address.

Do not use letterhead for the second or following pages of a business letter.



Artistic Home Designs 9 Liberty St., Paris, Ontario (905) 667-2233

February 1, 20-- (full block)

(block/modified block February 1, 20--

Attic Galleries

43-221 Laurier Boulevard

Edmunston, NB E7J 2B4

3. PUNCTUATION STYLES

The most common punctuation style in business letters is called ***open punctuation***. It is easy to remember because ***no punctuation at all*** is required in the heading, inside address, salutation or closing. The full block format letter above is written with the open punctuation style.

Some offices prefer ***mixed punctuation***. If you are using this style, the only punctuation is a ***colon*** after the salutation and a ***comma*** after the complimentary close. The sample block format letter is written with mixed punctuation.

An older style of punctuation is occasionally seen. It is called *closed punctuation*. Closed punctuation requires

- A comma after each item in the heading and inside address
- A period after the last item in the heading and inside address
- A colon after the salutation
- A comma after the complimentary closing

Closed punctuation is shown in the modified block format letter above.

Most organizations have a policy about which format and punctuation style will be used on company correspondence. Of course, you will follow company guidelines, but if you have a choice, you may use any of the three formats combined with any of the three punctuation styles.

4. **THE BODY OF A BUSINESS LETTER**

The *body* of a business letter is written in formal language, unlike the casual language of a friendly letter. As a general rule, most business letters should be short and to the point; a busy person does not have time or interest in wading through extra words or confusing details. Each letter you write must be *absolutely perfect* in spelling, grammar, sentence structure, appearance, and format. There is a difference between school and the world of work. A teacher may pass a letter with sloppy format because the content is good. In a work situation, even one mistake may cost you the job you want or the order you are trying to get because it may convince the reader that you are sloppy and irresponsible.

When structuring a good letter, try to keep to three paragraphs and one page if possible.

<u>Paragraph 1</u>	introduce the subject so the reader can zero in on what you are writing about
<u>Paragraph 2</u>	present the details in a logical, easy to follow order
<u>Paragraph 3</u>	close with a specific request, contact information and a courteous thank you

5. **TYPES OF BUSINESS LETTERS**

Business letters can be classified according to their purpose. This module presents six common types of letters. For more business letter samples consult any up-to-date textbook on business communications. Business writing changes regularly, so it is important to make sure you using current conventions.

a. WRITING ORDER LETTERS

Many business letters are written to order goods from a supplier. The purpose is clear. The writer wants to buy specific items. The audience requires clear information about the specific product, the method of payment, and how and where they should be sent, and any deadlines that apply. Each circumstance is different but a basic order letter should look like the one on the following page.

In any business letters, it is effective and acceptable to present some of the information in a numbered list. This allows the recipient to use the letter as a checklist to make sure that he/she has filled your order correctly

Planning your order letter is important so that you have all the information you need at hand before you begin to write.



51 Pembroke Drive
 Sussex, NB E4G 1A9
 March 3, 1999

Charlotte Holt
 Purchasing Department
 Things and Stuff Inc.
 1629 North Bernard Street
 Mount Forest, Ontario
 E0G 2A0

Dear Ms. Holt:

I recently received a copy of your New Millennium catalogue. I am interested in purchasing the following items:

1 set of 4 coffee mugs ("Lefties Only"), item B013	\$10.00
1 t-shirt, XL, blue, ("Left is Right"), item A123	\$15.00
tax	\$ 3.75
postage and handling	<u>\$ 4.00</u>
TOTAL	\$32.75

I am enclosing a money order for \$32.75. I need these items within six weeks. If you are unable to deliver them before April 15, 1999, please contact me at (506) 548-9988.

Yours truly,

James Sanderson

James Sanderson

b. LETTER OF APPLICATION

It is possible to avoid writing friendly letters. Telephoning a friend is always an attractive option. However, some **types** of business letters cannot be avoided. One such business letter is the ***letter of application***. If you respond to an advertisement in the classified section of a newspaper, there often is no telephone number given or application form to fill out. You are expected to respond in writing. Even with an application form and a resumé, enclosing a cover letter is recommended. Many employers base part of their hiring decision on the quality of the letters they receive.

In a letter of application, you are really *promoting* yourself and *selling* your skills. You want to interest the audience (the reader) in your qualifications so that he/she will think you are right for the job. The real purpose of a letter of application is to get a job interview. Only if you have an interview, will you have the chance to meet face to face with the person who does the hiring and convince him/her that you are the best candidate. Writing a good letter of application is, therefore, one of the most important letters you will ever write.

Use a modified block form if handwriting the letter, and full block or block format if typing or keyboarding the letter.

In the first paragraph, say clearly which job you are applying for and how you found out that the job was available. If you are including a resume, say so.

In the second paragraph, tell the reader about specific skills and work experience that relate directly to the position the company is trying to fill. You might mention that you are a self-starter who works well as a team member or that you have success dealing with the public. Focus on the skills and abilities you can offer the company. Never say you want the job because you need the money. The employer wants someone who will give something important to his business, not someone who just takes a cheque.

In the third and last paragraph, state the purpose of your letter and ask for an interview. Be sure to thank the reader for looking at your letter and resume.

Sometimes, a resume may not be necessary. In this case, mention your education, work experience, school/community involvement appropriate to the job and the names of two or three references. Do not go into great detail in the letter. A list, or brief paragraph, outlining your background is sufficient. Remember, end the letter by asking for an interview at the employer's convenience and be sure to provide a telephone number where you can be reached..

The sample letter of application on the next page reads, *Dear Sir or Madame*, you should use this only as a last resort. Find out the name and title of the recipient, even if it means a long distance call. Would you hire someone who didn't have the

energy or initiative to find out who would read his/her letter of application?

Try to keep letters of application to less than a page in length.

45 Lawson Street
Saint John, NB E2K 5E5
September 2, 1999

Box 314
The Saint John Crier
1512 King Blvd.
Saint John, NB E2L 1J5

Dear Sir or Madam:

This letter is in reply to your advertisement in yesterday's Saint John Crier for a secretary and office manager. Please consider my resume in your search.

As a graduate of the Office Technology course from New Brunswick Community College in Saint John, I can offer you the best managerial skills as well as familiarity with all the latest office technologies. I have energy, enthusiasm, and a willingness to learn. In addition, my experience as a volunteer at the Teen Help Centre has given me good interpersonal skills and shown me the importance of being a team player .

I would like the opportunity to discuss my background and qualifications with you at your convenience; telephone 555-1213. I look forward to hearing from you.

Sincerely yours,

Mary-Beth White

c. LETTER TO THE EDITOR

A letter-to-the-editor usually expresses an opinion about a current issue, a news event, something you read in the newspaper or magazine, or heard on the radio or television. Often, it is intended to influence the opinions of the readers, listeners, or viewers. Sometimes, such a letter is a means of simply saying something you feel needs to be said. It may also be intended to change the policy of the radio or television station, or the magazine or newspaper company.

Letters-to-the-editor are really a persuasive expository essay written in a letter format. Because you are trying to change attitudes, this kind of letter requires a lot of thought, planning, and in some cases research to find convincing facts. Start with a statement that tells what issue the letter is about, followed by a clear statement of your opinion. Then provide a number of body paragraphs that give background information and convincing supports for your opinion. End the letter with a summary, a hope that something can be done, or a suggestion for change.

This particular kind of letter needs to be planned carefully and written correctly. It will be read by hundreds, if not thousands, of people who will form an opinion about you and may judge your opinions accordingly. Any statistics or quotes you use must be accurate, and you must give credit for them. Although letters-to-the-editor take time and hard work, if you have something important to say, they are worthwhile because they give you the opportunity to influence the attitudes and opinions of a large segment of your community

Read the sample letter to the editor which follows on the next page. Once again, instead of *Dear Sir or Madam*, you should find the editor's name. It is usually listed on the newspaper's masthead⁴, somewhere near the front of the paper.



⁴ A column near the front of the paper that lists the paper's address, phone number, and other contact information.

100 Bay Shore
Road
St.

Andrews, NB E6G 2X1

August 23, 20-

-

The Editor
The Saint John Crier
1512 King Blvd.
Saint John, NB
E2L 1J5

Dear Sir or Madam:

The colour photo on the front page of your paper on August 19, 1999 was in very bad taste. I have been buying your newspaper for several years now, and have never felt the need to write. I like your new format, and the addition of a colour photo to the front page is a nice touch. However, when I open up my morning

d. LETTERS OF INQUIRY AND REQUEST

A large number of business letters are written to ask questions and make requests. As a result, an almost equal number of letters are prepared to respond to these. In fact, a letter of request or inquiry may be the start of a cycle of letters that go back and forth between two people or two organizations.

Because these kinds of letters need the recipient to respond, it is important to write them in such a way that you get a favourable response.

At first, letters of request may look easy, but they require the same kind of thought, planning, and revision as any good composition. If your question is worded vaguely, the reader may have to guess what you want. If you ask too forcefully for something, the reader may be offended and ignore your letter completely or put off doing anything about it. The purpose of this kind of letter is to get someone, whom you probably don't know, to do you a favour. Often in cases like these, stating the reason for your request or showing how the recipient can benefit from it can be persuasive. A successful request letter, therefore, demands good clear questions and a polite, persuasive tone.

If you have several questions, it is acceptable to present them in a numbered list.



23 Riverside Drive
Fairmont Hotsprings, NB E3B 1Y9
January 4, 1999

Lorimar Travel Services
Box 2113
Calgary, AB T6J 3P2

Attention: Customer Service Department

The Adult Learning Centre is planning a discovery trip to Calgary in July. We have fundraised for two years so thirteen adult learners can travel to Alberta for a two week visit that will include the Stampede, mountain hiking, and of various cultural sites. Most of our group have never travelled more than fifty miles from home before. Could you please send us some brochures to help our planning?

1. What are the exact dates of the Stampede?
2. Is there a schedule of events we could have?
3. What is the cost of various events?
4. What kind of accommodations are available for groups like ours?
5. What museums and other sites are located within a two hour drive of Calgary?

As we still need a bit more money, could we ask you a favour? Do you know of any groups who might donate money or provide rate reductions (or even free services) for things like accommodation, transportation, or entry fees?

We would appreciate any information you can provide. Thank you on behalf of the group for your time and assistance.

Sincerely,

Margaret Stonechild
Margaret Stonechild

e. RESPONSE LETTERS

When you can provide what the writer has asked for, you are bringing “good news” in your response. The body of a “**yes**” *response letter* should acknowledge the request and include an exceptions to the request. Remember that as well as responding to the letter, you are trying to sell your company’s services at some time in the future. The body of the request letter above indicates that the company will not gain any money or fees from this group (it will, in fact, cost them between ten and twenty dollars for the package they will send), but they are hoping that someone associated with the group will, at some time in the future, remember the favour they did and use them again for booking fares that will generate some income.

We are pleased that you chose to contact Lorimar Travel for your tour needs. We have a long history of organizing events for small to medium sized groups. We are waiting for the yearly Travel Alberta Guide to be delivered to us, so we will mail that to you in a separate envelope before the end of next week.

In addition, we have compiled a list of local service clubs who have provided billeting in the homes of their members over the past three years for groups like yours. The cost per night was \$10 per person and includes breakfast and a packed lunch. If you wish more information, you may contact Mack Fergus at (304) 223-9988 in Lethbridge.

We hope that your trip turns out well and that your group discovers just how wonderful Alberta really is during your stay here. If we may be of any further help, please call us at 1-800-667-9988. Thank you for using Lorimar Travel.

Answering “yes” is relatively easy. Answering “no” without making the recipient feel badly or angry takes a little more thought. Because you are delivering “bad news”, it is best to do it indirectly. If there is any good news at all, it should come first.

Thank you for consulting Lorimar Travel. I have referred your request for financial assistance to Marvin Chambers, president of the local Lions Club, because they have often helped groups like yours in the past.

Unfortunately, due to rising costs we no longer provide brochures and other travel material through the mail. We would however be pleased to send you a fully personalized package of information, specific to your needs, at a cost of \$19.95. If you are interested in this package, please send me a cheque or Visa number, and we will courier it to you within two days.

May I suggest that you contact the Alberta Government Tourism Office. They will send you an excellent general tour guide and map at no cost. Thank you for contacting us. We hope that we may be of service to you in the future.

f. LETTERS OF COMPLAINT

One of the most useful kind of business letters is the *letter of complaint*. The best complaint letters do not sound complaining or angry. Even though you may be upset and frustrated by the time you decide you need to write a letter, abuse and insults will certainly mean that your problem will go to the bottom of the pile and may even be ignored altogether. A good complaint letter states your problem calmly and if possible suggests a reason why it is in the company's best interest to deal positively with your situation.

Your letter should be firm and well thought out. In addition, it should contain all the information needed to support your case effectively. You should assume that the company will do the right thing. Most importantly, you need to state clearly what you expect to be done to remedy the situation.

Although each letter will vary, the following is a good pattern.

1. Identify the fault item, including model number, part names, dates, sizes, etc. Often it is good to enclose a photocopy of the bill.
2. Explain logically and clearly what the problem is. Do not express an opinion about why the problem occurred, if you have no way of knowing.
3. State specifically what you expect to be done to correct the problem to

your satisfaction. Include contact phone number and deadlines, if appropriate.

Large company's have whole departments dedicated to customer complaints, but when writer to a small organization, address your letter to the president, vice-president or owner. Take the time to find that person's name and write your complaint directly to him/her.

On July 19, 1999, I ordered 14 dozen promotional pens (catalogue # EW-1223) with our company's name and logo on them.

On August 16, 1999, I received a shipment from your Halifax warehouse containing pens labelled # EW-1338. As well, our company name was spelled incorrectly. I immediately returned the entire order along with an explanatory note. I have not, however, received the pens I ordered originally and I have had no correspondence from you. In addition, I have been billed repeatedly.

Please arrange for the correct order to be sent to me before the end of October or cancel my order completely. I am enclosing a copy of the original order as well as the most recent bill.

Thank you,

Here's another sample complaint letter, written from a householder who is dissatisfied with a new refrigerator.

I recently bought and paid for a Coldpoint refrigerator from your 1999 Spring and Summer Catalogue. The item number is 209 453 223 RB, and it is shown on page 273. It was shipped from Regina and delivered to me on September 13, 1999.

Two things need attention. First, the bottom glass shelf was cracked when the refrigerator arrived. The delivery driver assured me that someone from your store would call within a week to arrange for a replacement. So far, I have not heard from anyone. Second, there is

some problem with the defrost system. Every time, the refrigerator defrosts itself, a puddle of water forms on the floor in front of it. This is both a nuisance and a danger as someone may slip and fall.

I have shopped successfully at your store for over ten years, and I am sure that you will be as concerned as I am about these problems. Please contact me during the day at 667-0099 to arrange a time when a service man can fix the defrost system and replace the damaged shelf.

Thank you for your help in straightening out this matter.



Exercise III

NOTE: Please use unlined, white paper for this exercise. Because you are probably handwriting your letters, do not try to get them all on one page. Do not worry about creating a proper continuation or second page unless you are asked to do so.

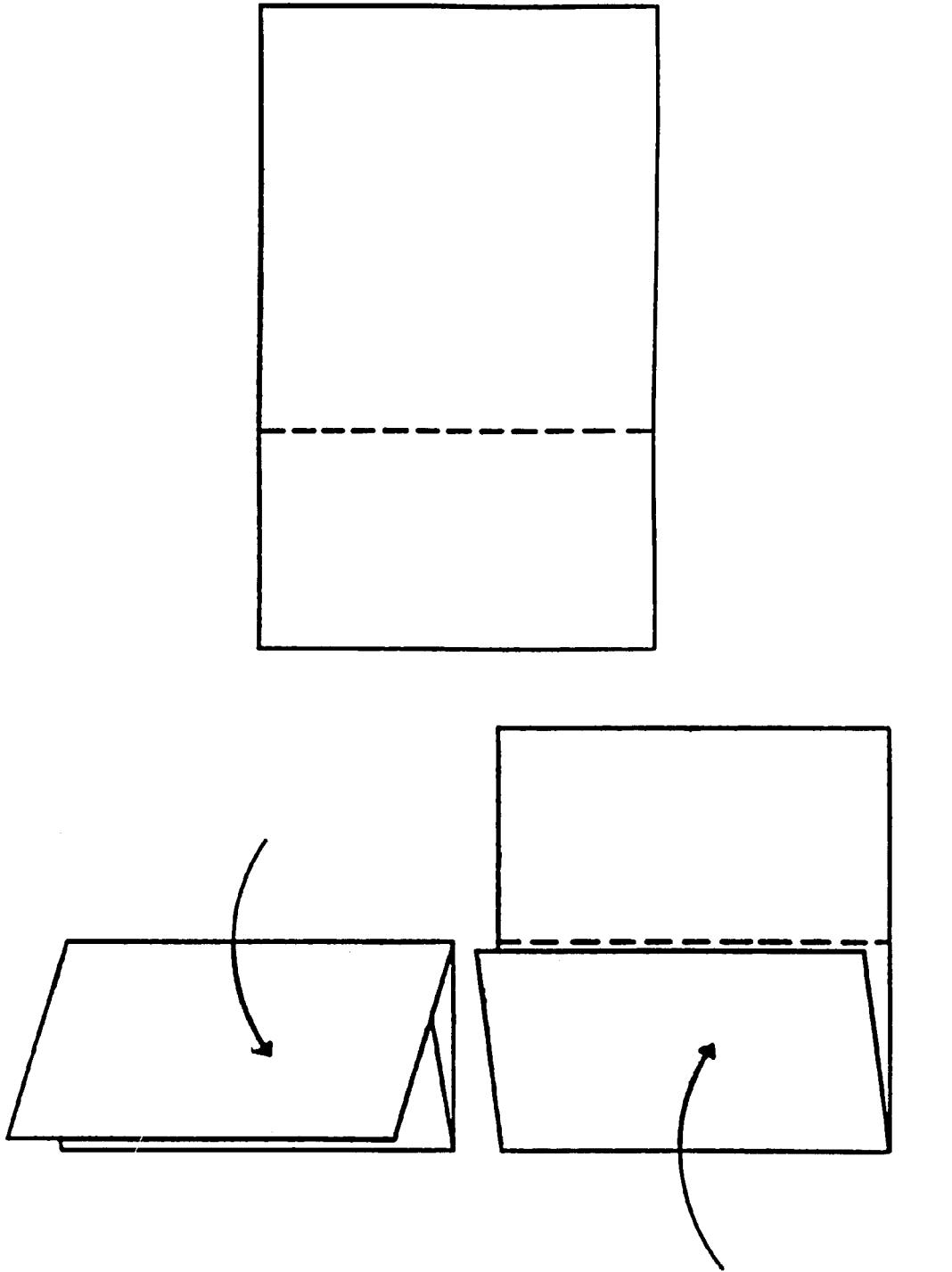
1. Respond to each of the situations below. Write a letter to the company correctly using **full block format**. You may need to make up some of the details of your letters. Create a second or continuation page for one of these letters.
 - A. Write a letter of complaint to the Maritime Sports Equipment Company about an overcharge of \$22.10 on a bicycle you had ordered from them. The original advertisement stated that the bicycle would cost \$185.00, plus \$25.00 handling charges. Use open punctuation.
 - B. Write a letter to Protectall Insurance Company reporting an accident in which you were involved. Make sure that you include precise details of the accident and all the information necessary in making a claim. Use mixed punctuation.

- C. Write a letter of application to the Burnwell Candy and Novelty Company Limited, who want to hire someone to open up a new territory for their products in northern New Brunswick, particularly at all the little convenience stores in the country side. You heard about this job from Jack McNab, the company's leading salesman and your best friend. Use closed punctuation.
2. Write the following letters. Use **block format**.
- A. Write a letter to Zap Electric Company explaining that you are returning a recently purchased toaster because it is not working properly. Explain what the problem is and whether you expect it to be repaired or replaced. Use closed punctuation.
- B. Write a letter to CKLB radio station, applying for a job in the advertising department. List your qualifications for the job in the letter. Use your imagination for this letter. You may sign the letter with your name, or make up a fictitious name. Use open punctuation.
- C. Write a letter-to-the-editor of your hometown newspaper about an issue that concerns you. Once your instructor has corrected your letter you might want to send it to your local paper for publication. Use mixed punctuation.
3. Write the following letters. Use a different format and punctuation style for each. At the top of each page, indicate the format and punctuation style you have used.
- A. Write an inquiry letter to your local solid waste committee asking for information about how to deal with several different disposal problems, like paint cans, batteries, etc. Also ask about the availability of recycling in your area.
- B. Write a "no" response letter for the application letter to Burnwell Candy and Novelty in Question 1 above.

- C. Write an order letter to Altamira Auto Parts. Order three items from one catalogue and two from another. Include information about payment and ask that the items be sent to an address other than the one listed in the heading.
3. Your instructor will check your letters. After the letters have been returned to you by your instructor, save them. You will be using them in Exercise IV.

6. *FOLDING BUSINESS LETTERS*

Business letters are usually written on 22 cm × 28 cm (8½" × 11") paper. The correct way to fold a business letter is in thirds. First, fold from the bottom up and then fold the top down (see diagram).



HOW TO FOLD A BUSINESS LETTER

INSERTING THE LETTER IN THE ENVELOPE

There is even a correct way to insert the business letter in the envelope. Place the folded letter into the envelope in such a way that the reader can open the envelope and withdraw the letter for reading without having to turn it around. In other words, the writing should be right side up in the envelope, the top fold in the letter should be at the top of the envelope and the open top of the letter itself should be towards the bottom of the envelope.

SIZE OF THE ENVELOPE

Friendly letters can be mailed in any reasonably sized envelope. Canada Post, however, has some size restrictions for its automated processing. An envelope should not be any smaller than 90 mm × 140 mm, larger than 150 mm × 255 mm, nor thicker than 5 mm.

Business letters should always be mailed in business-sized envelopes, approximately (105 mm × 240 mm). These envelopes are usually called “No. 10” envelopes..

7. ADDRESSING ENVELOPES

The address on an envelope is very important. If you do not address an envelope properly, your letter may never reach its destination. The following points should be considered when addressing envelopes:

Always be sure to address the envelope right-side up. As obvious as this may seem, we have all made the mistake of addressing envelopes upside down!

Write very carefully. Usually it is better to print or use a typewriter.

To process and deliver mail in the most efficient manner, Canada Post Corporation developed a mail addressing standard. It is this standard that should be followed. While envelopes addressed in manners different from Canada Post's standard will be delivered (as long as the address is complete), it may not be as quickly delivered. Under these standards:

Regardless of the size of the envelope, the purpose, or the audience of a letter, all mail should be addressed in the same manner.

The address of the receiver of the letter (main address)

begins in the centre of the envelope. The name of the person to receive the letter goes on the first line. The second line consists of the street address. On the third line write the city/town/village, the province, and the postal code. name on the third line.

The postal code should be placed two spaces after the province abbreviation. Leave one space between the sections of the postal code. Do not use a hyphen to separate the sections of the postal code.

Addresses longer than three lines, such as company addresses, or addresses including the building name, should be written as follows:

MARY RING
GENERAL MANAGER
CRAWFORD SIGNS LTD
1434 HIGH ST
BATHURST NB E2A 6T9

Notice that the last three lines are always the mailing address.

Canada Post prefers that no punctuation be used; this includes periods after abbreviations (RD, ST), commas between city and province etc.

Do not use a number sign (#) before a post office box number, a rural route (RR) or a suburban service (SS). Separate with a space, as follows:

BRIAN HUNTER	SYLVIA BURTON
RR 3	PO BOX 1234
FREDERICTON NB E3A 1H9	NEWCASTLE NB E1V 2V5

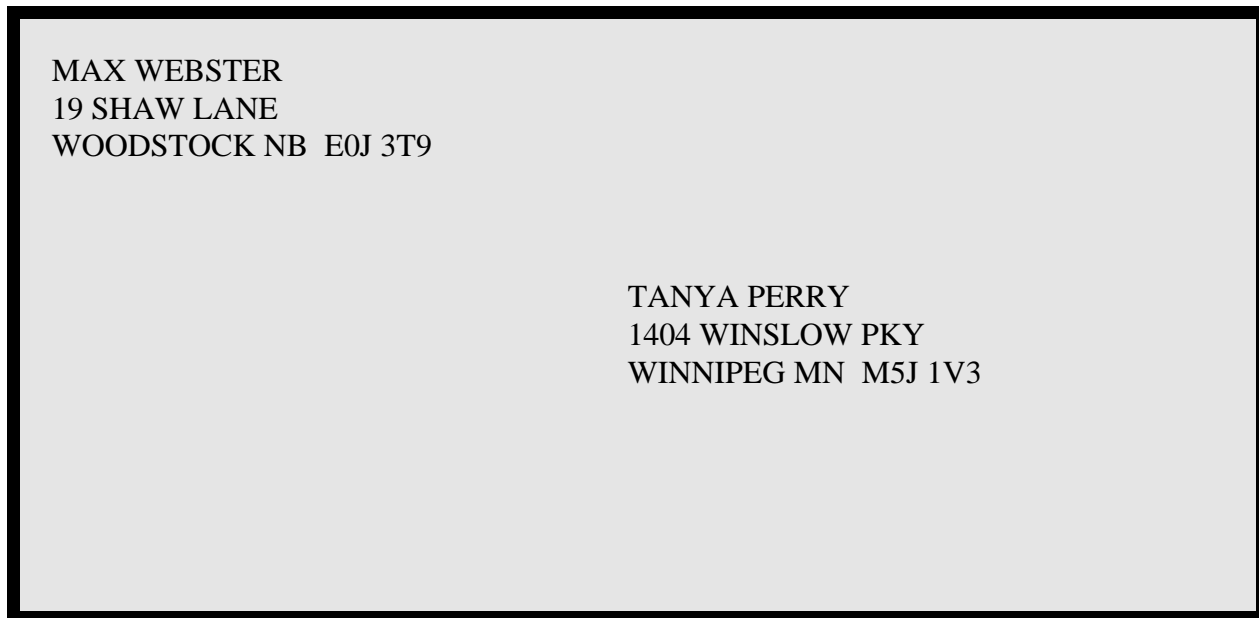
Capital letters are preferred on all lines of the address on the outside of the envelope, including the return address.

A return address is required. The return address belongs in the upper left-hand corner on the face of the envelope. The return address requirements are the same as those required for the main address, including postal code.

In addition to the standards for addressing mail, Canada Post Corporation publishes a list of preferred abbreviations of province and street names. The list of accepted abbreviations follows: **(notice no periods are required)**:

WORD	SHORT FORM		
Apartment	APT		
Avenue	AVE		
Boulevard	BLVD		
Court	CRT	PROVINCE	ABBREVIATION
Crescent	CRES	Alberta	AB
Drive	DR	British Columbia	BC
Expressway	EXPY	Manitoba	MB
Gardens	GDNS	New Brunswick	NB
Heights	HTS	Northwest Territories	NT
Park	PK	Nova Scotia	NS
Parkway	PKY	Ontario	ON
Place	PL	Prince Edward Island	PE
Point	PT	Quebec	QC or PQ
Road	RD	Saskatchewan	SK
Route	RTE	Yukon	YT
Square	SQ		
Street	ST		
Subdivision	SUBDIV		
Terrace	TERR		

The following diagram illustrates the preferred format for addressing envelopes.



Exercise IV



NOTE: Please use unlined, white paper for this exercise.

In Exercise III, you were required to write a variety of business letters.

Choose three of the letters. Rewrite the letter, making the corrections indicated by your instructor.

Draw a rectangle 105 mm × 240 mm on a blank piece of white paper. This rectangle represents an envelope.

Correctly address "envelopes" for the three letters you chose, following the guidelines given Canada Post.

Fold your letter to fit the "envelope."

Attach the original letter (from Exercise III), your absolutely correct, rewritten letter (properly folded), and your "envelope" with a staple or a paper clip. Hand in to your instructor.

8. **OPTIONAL PARTS OF A BUSINESS LETTER**

There eight additional parts of a business letter that you should know how and when to use. The purpose and audience for your letter will determine in most cases which of these parts should be placed in your letter. **Double space** between all special parts and the rest of the letter.

1. Personal or Confidential notation
used to indicate that only the person addressed should read it.
placed below the date
at the left margin
all letters capitalized or initial capitals and underlined
2. Attention line: **ATTENTION:**, **ATTN:**, **Attention**
directs letter to a specific individual within a company
between inside address and salutation
3. Subject line **Subject:**, **Re:**
states general subject so reader can locate previous correspondence
placed above or below the salutation
4. Typists initials: **ABJ/pt**
identifies who typed the letter if different from the writer
writer's initials first in capitals: **ABJ**
typist's initials second in lower case letters: **pt**
slash (/)separates the two parts
placed below signature line
5. Enclosure notation: **Enclosure:** **Enclosures (3):** **Encl.:**
indicates items enclosed with letter
often names items specifically
placed after typist's initials
6. Copy notation **cc:** **c.** **copy to:**
placed after the enclosure notation
includes list of people to whom an exact copy is being sent
7. Blind carbon copy **bcc**
use when recipient must not know that copies have been sent to others
never appears on original letter, only on copies
typed on top left corner of *copies* of original
8. Post script **PS:**
used to add forgotten material
sometimes done intentionally to get reader's attention
may be handwritten
placed after all other items

bcc

234 Centre Street

June 16, 2010

PERSONAL AND CONFIDENTIAL

Drury Lane Publishing
22 Eider Street

Attention: Director of Public Relations

Dear Sir:

Yours truly,

Benton Fraser

Enclosure (2): invoice

Borin and Associates Consultants' Report

John Smith, Deputy Minister of Sport and Leisure

PS:

before the 19th.

Exercise V

1. Write a letter that includes all eight optional parts of a business letter.
2. Write three more letters. Be sure to vary the format, punctuation and type. Prepare “envelopes” for each.

If possible, make these real letters to real people which you will actually mail. When you receive a response, particularly if it is to a complaint letter, share it with your facilitator and classmates.

BAU-ENG PRE-TEST

1. Name these parts of a friendly letter.
 - A. Dear Sue
 - B. Your friend
 - C. John Jones
 - D. Thank you for your letter and the pictures.

2. What punctuation mark is needed after part A, above? after part B?

3. What is the correct postal abbreviation for New Brunswick, Prince Edward Island, Saskatchewan, Ontario?

4. Write any three of the following friendly letters.
 - A. An invitation to a charity dance
 - B. A letter of condolence to a friend whose brother died suddenly
 - C. A thank-you note for a housewarming gift
 - D. A letter saying you will be unable to attend a friend's graduation
 - E. A letter to your mother who lives in another city

5.
 - A. Fold your letters correctly.
 - B. Draw a rectangle to represent an envelope. Provide all the necessary information to send **one** of the letters above.

IAU-ENG PRE-TEST

1. This letter of application should have been written in **full block format**. However, this writer has made some errors in the format, as well as style, and language. Correct the letter.

Drive
October 17, 1993.

55 Crawley
Fredericton, NB
E3B 2G5

Thomas McIntyre,
Simon and Gould Processing
12 Brenan Rd.,
Fredericton, NB
E2A 1A0

Hi Mr. McIntyre,

How are you? I am fine. I would like to apply for a job with your company. You would like me. I work hard, I am fun to be around, and I know how a photo finishing business works. I worked last year for Green's Discount Processing in Bathurst for a while, probably about two months, so I know just about all there is to know.

Before I worked at Green's, I worked for five years at Fredericton Graphics. I operated the developing machine, sort of like the one I worked on at Green's, and probably a lot like the machines you have.

I have worked a lot of other places, too. I have them all written up in a résumé, and if you want, I can mail it to you. I do not have a car, so it would be inconvenient for me to come for an interview on Mondays and Fridays. My friend Bill works out there, but he doesn't work on Mondays and Fridays. You can telephone me if you want to.
See you,

Doug Stratford

FINAL TEST...continued

2. Indicate the **style** of letter required for each of the following situations. Also indicate the **type** of letter which should be written. For example: *My great aunt sent me a wedding gift. The gift she chose shows she went out of her way to find a gift we would love. Rather than simply sending a card, I wrote a letter.*

Answer: **STYLE: Personal or friendly letter**
 TYPE: Thank-you letter

- A. Mrs. Clowater is sending a letter to her son's teacher explaining why he was absent from school two days.
- B. Brian is writing to the Ottawa School of Computer Technicians to ask for a course calendar.
- C. Mr. Hicks is writing to his business associates to invite them to the grand opening of his new business.
- D. Barb cannot attend a good friend's wedding. She includes a letter with the reply card, sending her regrets.
- E. I read in the paper today that Cheryl's mother died this week. I wrote a letter to Cheryl to tell her how sorry I am.
- F. Shirley wrote to Playkind Co. to complain about the toy she gave her daughter on her birthday. The toy lasted two days and then stopped working.
- G. George is sending a letter to the Moncton Herald to complain about dogs in his neighbourhood running loose.
- H. Pat saw an employment notice in the newspaper yesterday. She is writing to the company about the job.
3. What are the three main **letter formats**? Make a diagram to illustrate your answers.

4. Imagine you have just moved into an apartment. In your new apartment, there are several repairs you wish to have done. The superintendent promised these same repairs would be done before you moved in. Write a business letter in to the superintendent, telling him or her what needs to be done.
5. Name the letter format and punctuation style you used in Question 5.
6.
 - A. What are the main parts of a business letter?
 - B. What are the main differences between business letters and the other style of letter?
7. On your **own** paper in a rectangle (**like the one below**), which represents an envelope, print the information given, following the standards suggested by Canada Post.

Letter to:

John Toner of Doaktown, New Brunswick, 44 Clifton Avenue, E2M 3V0

Letter from:

Holly Bailey of Flin Flon, Manitoba, 200 Channing Drive, R8A 0S5



8. Write any three of the following letters. (Use 3 different formats and 3 different punctuation styles.) Name and label the format and punctuation style you used in each letter.
 - A. Inquiry letter
 - B. "No" response letter
 - C. Order Letter
 - D. Letter-to-the editor
 - E. Letter of complaint
9. Write a business letter of any type. Use at least four of the *optional* parts of a letter in it.

ANSWERS TO IAU-ENG PRE-TEST

1. The heading is on the right and should be lined up with the left margin.
The salutation is too informal - it should be *Dear* Mr. McIntyre.
The punctuation style is inconsistent. Pick one and make the appropriate corrections.
The paragraphs should not be indented.
The closing should be lined up with the left margin.
The letter is not signed.
Finally, the language in the body of the letter should be formal.
Doug should inform Mr. McIntyre he is available for an interview at any time.
As well, the telephone number should have been included.

An idea of what is expected for an answer to this question follows. Of course, answers will vary, but the errors listed above must be covered.

(Continued on next page)

ANSWERS TO IAU-ENG PRE-TEST...continued

55 Crawley Drive
Fredericton, NB E3B 2G5
October 17, 1993

Thomas McIntyre
Simon and Gould Processing
12 Brenan Road
Fredericton, NB E2A 1A0

Dear Mr. McIntyre,

I am writing to apply for a job with your company. I have had experience working on developing machines, both at Green's Discount Processing in Bathurst and at Fredericton Graphics.

My complete employment history and educational background is in my résumé, included with this letter. I am hardworking, and I am only satisfied when a job is done well. Also I like people and deal with customers well.

I am available for an interview at any time. Please call me at 555-1213.

I look forward to hearing from you.

Sincerely,

Doug Stratford

Doug Stratford

ANSWERS TO IAU-ENG PRE-TEST...continued

2. A. **STYLE: PERSONAL**
 TYPE: LETTER TO THE SCHOOL
- B. **STYLE: BUSINESS**
 TYPE: LETTER OF REQUEST
- C. **STYLE: BUSINESS**
 TYPE: LETTER OF INVITATION
- D. **STYLE: PERSONAL**
 TYPE: LETTER OF APOLOGY OR REGRET
- E. **STYLE: PERSONAL**
 TYPE: LETTER OF CONDOLENCE
- F. **STYLE: BUSINESS**
 TYPE: LETTER OF COMPLAINT
- G. **STYLE: BUSINESS or PERSONAL**
 TYPE: LETTER TO THE EDITOR
- H. **STYLE: BUSINESS**
 TYPE: LETTER OF APPLICATION
3. Full block, block, modified block. (Diagrams must accompany these answers)
4. Answers will vary . The letter must demonstrate a knowledge of rules of punctuation, spelling, grammar, and capitalization, as well as good sentence structure and unified paragraphs. An example of an acceptable answer to this question follows.

*Apt. 12A, 22 Hatheway Avenue
Moncton,
NB E1C 4K5*

*July 5,
1999*

*Mr. Charlie Peters
Superintendent
Apt. 1, 22 Hatheway Avenue
St. Joseph, NB E1C 4K5*

Dear Mr. Peters:

I moved into apartment 12A on July 1, 1993. Before signing the lease on June 15, 1993, we agreed that certain repairs would be taken care of before I moved into the apartment.

Since I moved from Saint John, I did not have a chance to check on the apartment before arriving on July 1. The repairs were not done. I would like the

ANSWERS TO IAU-ENG PRE-TEST...continued

5. Answers will vary.
6. A. The main parts of a business letter are:
1. Heading
 2. Inside Address
 3. Salutation
 4. Body
 5. Closing
 6. Signature
- B. A business letter must include the inside address, which is not a part of a personal letter. Also, the language of a business letter is more formal, as is the format
- 7.

HOLLY BAILEY
200 CHANNING DR
FLIN FLON MN R8A 0S5

JOHN TONER
44 CLIFTON AVE
DOAKTOWN NB E2M 3V0

8. Answers will vary.
9. Answers will vary.

FEEDBACK PROCESS

For feedback, please forward your comments to:

New Brunswick Community College - Woodstock
100 Broadway Street
Woodstock, NB
E7M 5C5
Attention: Kay Curtis
Tel.: 506-325-4866 Fax.: 506-328-8426

- * In case of errors due to typing, spelling, punctuation or any proofreading errors, please use the enclosed page to make the proposed correction using red ink and send it to us.

- * For feedback regarding the following items, please use the form below:
 - insufficient explanations;
 - insufficient examples;
 - ambiguity or wordiness of text;
 - relevancy of the provided examples;
 - others...

Page number	Nature of the problem	Proposed solution (include your text if possible)

