

Letter Writing Task

A good business letter is brief, straightforward, and polite. If possible, it should be limited to one single-spaced typewritten page. Because it is so brief, a business letter is often judged on small, but important, things: format, grammar, punctuation, openings and closings.

For the purpose of this task, you will be completing a **Full Block Style letter** where all elements are aligned all elements on the left margin. All three of your letters will include the elements of a good business letter.

Below are the elements of a standard business letter and their functions:

Return Address: Your address (or the address of the company you represent). If you are using preprinted stationary, there is no need to retype the information.

Date: Leave two blank lines after the return address. Always spell out the month and include the day, a comma, and the year.

Inside Address: Leave two blank lines after the date. Then type the address of the person or company to whom you are writing.

Salutation: Type Dear, followed by the person's name. End the line with a colon. If you don't know the name of the person, use a title instead (i.e., Dear Editor, Dear Madam).

Body: Align your message on the left margin. Skip a line before starting a new paragraph, but do not indent the paragraph's first line. Make sure that each paragraph is clear and concise.

Closing: Leave two lines of space after your last body paragraph, then use a conventional closing, followed by a comma (i.e., Sincerely, Sincerely Yours, Respectfully).

Signature: Your signature should appear below your closing. Unless you have established a personal relationship with the person you are writing, use both your first and last name.

Name and Position: Four lines after the closing, type your full name. Do not include a title (Mr. or Mrs.). If you are writing on behalf of an organization, type your title on the next line.

Resource: <http://www.gmu.edu/departments/writingcenter/letter.html>

Sample Business Letter

Mrs. Clara Winters -----[Return Address](#)
12187 S. Polo Dr.
Kitchener, Ontario
N2G 4A7

May 26, 2009 ----- [Date](#)

The Tiny Tots Toy Company ----- [Inside Address](#)
15456 Pyramid Way
Waterloo, Ontario
N5L 8H6

Dear Customer Service Representative: ----- [Salutation](#)

I recently purchased one of your Tiny Tents (Model # 47485) for my three-year old. Unfortunately, after viewing the components that came with the product, I discovered that four of the parts were missing. Also, the instructions that came with the tent are incomplete. Both of these situations have resulted in the tent remaining unassembled and unacceptable as a toy for my daughter.

I am writing to request replacements for the missing parts, and a copy of the full set of assembly directions for the model I purchased. If reasonable arrangements are not made within ten business days, I will return the tent to the store I purchased it from and expect a full refund. To assist you in processing my request, I am including a copy of my sales receipt and a list of the missing parts.

I have purchased other toys manufactured by your company in the past, and have always been impressed with the quality and selection Tiny Tots has made available to its customers. I sincerely hope this is a one-time incident, and that any future purchases I make will live up to the standard my family has come to expect from your company.

Sincerely,----- [Closing](#)

[Signature](#)

Clara Winters ----- [Typed Name and Position](#)

Proposal Letter

In this lesson you will:

Develop Letter Writing Skills by examining the document structure and (the way a letter is laid out and organized). You will then begin working on identifying and then writing down the main ideas contained in paragraphs.

Analyze Tone, Voice and Diction used in different styles of letter writing.

Organize Information by writing a series of letters to the condominium development team, a material supplier and to a landlord.

In this exercise you are going to focus on completing your drafts of your Proposal letter, request letter and complaint letter. The first exercise will help you complete your Proposal letter to the condominium development team. The letter will be broken up into three parts:

1. An introduction in which you address the city's chief urban planner Mr. Bigtower. Make sure you have an address. For the purpose of this task, you may make up one, but be sure to include all address information.
2. What you are proposing. Be specific about the time, place, and other relevant details. For the purpose of this task you can make up these details.
3. A conclusion in which you request the action you would like to happen with your proposal. Be sure to tell them when you would like to have a meeting.

Writing a Letter of Proposal

Step 1: Organize your information in this template

<p><u>AUDIENCE</u></p> <p>- who is your proposal addressed to? - Do you have an address?</p>	
<p><u>PROPOSAL</u></p> <p>What are you proposing? (Be specific about the time, place, and other relevant details)</p>	
<p><u>ACTION EXPECTED</u></p> <p>- What would you like to happen with your proposal? When would you like to set up a meeting?</p>	

Step 2: Having organized your information in the template you can now write your rough draft letter.

Step 3: Reread your rough draft. Edit for spelling, grammar and content.

Step 4: Prepare a final draft from your edited work. Remember to check your work over before submitting your final copy.

Request Letter

Now you will continue with your next two letters for your condominium development task. The second template will help you complete your Request letter to a cement supplier requesting more cement. The letter will be broken up into three parts:

1. An introduction in which you address Mr. Cement requesting more supplies to complete your building. Make sure you have an address. For the purpose of this task, you may make up one, but be sure to include all address information.
2. What you are requesting? Be specific about the time, place, and other relevant details. For the purpose of this task you can make up these details.
3. A conclusion in which you request the action you would like to happen with your request. Be sure to tell them when and where you would like to have the materials delivered.

Writing a Letter of Request

Step 1: Organize your information in the template below.

<p style="text-align: center;"><u>AUDIENCE</u></p> <p>- who is your request addressed to? - Do you have an address?</p>	
<p style="text-align: center;"><u>REQUEST</u></p> <p>What are you requesting? (Be specific about the time, place, quantity, and other relevant details)</p>	
<p style="text-align: center;"><u>ACTION EXPECTED</u></p> <p>- What would you like to happen with your request? When would you like to have the materials delivered? Where?</p>	

Step 2: Having organized your information in the template you can now write your rough draft letter.

Step 3: Reread your rough draft. Edit for spelling, grammar and content.

Step 4: Prepare a final draft from your edited work. Remember to check your work over before submitting your final copy.

Complaint Letter

The third template will help you complete your Complaint letter from a condominium unit owner to the landlord addressing a problem you are having in your unit (for example: noisy pipes, nail pops, faulty switches, cracks in drywall, etc). The letter will be broken up into three parts:

1. An introduction in which you address Mr. Landlord about a problem in your condominium unit. Make sure you have an address. For the purpose of this task, you may make one up, but be sure to include all address information.
2. What has upset you enough to write a letter to the landlord? Be specific about the time, place, and other relevant details of the problem. For the purpose of this task you can make up these details.
3. A conclusion in which you request the action you would like to happen with your request. Be sure to tell them when you would like to have the situation resolved.

Writing a Letter of Complaint

Step 1: Organize your information in the template below.

<p style="text-align: center;"><u>AUDIENCE</u></p> <p>- who is your complaint addressed to? - Do you have an address?</p>	
<p style="text-align: center;"><u>COMPLAINT</u></p> <p>What has you upset enough to write? (Be specific about the time, place, people involved, and other relevant details)</p>	
<p style="text-align: center;"><u>ACTION EXPECTED</u></p> <p>- What would you like to happen because of your complaint?</p>	

Step 2: Having organized your information in the template you can now write your rough draft letter.

Step 3: Reread your rough draft. Edit for spelling, grammar and content.

Step 4: Prepare a final draft from your edited work. Remember to check your work over before submitting your final copy.

Congratulations! You have now completed all of the letter writing tasks for your assignment.