

LETTER WRITING

AECC

B.A. PROG.

SEMESTER 2

LETTER

- A letter is a written document, a sort of conversation which takes place between two individuals, companies or officials.
- Letter writing might appear to be an extinct form of conversation in the current technological world but it is still one of the most preferred form of documented communications in the formal, official space.
- Basically, a letter can be either **formal or informal**.

INFORMAL LETTERS

- An **informal letter** is addressed to a personal relation such as parents, friends, relatives etc.
- It is **casual in tone** wherein you can relax and express your emotions accordingly. One should use **simple and natural** style of writing here.
- There is no specified rule regarding the length, format or expression in it.

FORMAT OF AN INFORMAL LETTER

- There is a standard format which is used while writing informal letters which is as follows:

Sender's Address (top of the page)

Receiver's Address

Date

Salutation (Dear, respected etc.)

Signature (your name)

FORMAL LETTERS

- Formal letters can be divided into two different categories:
 - i. Official
 - ii. Business
- **Official Letters**- letters written in official capacity to correspond with a colleague, senior or any other member in an office. The **format of an official letter** is as follows:

Sender's Address

Date

Receiver's Address

Salutation (Respected Sir/Ma'am, Greetings, Dear Sir/Ma'am etc.)

Subject (topic of the letter)

Content (the main body of the letter)

Closing compliment (Yours Sincerely, with due regards, thanking you etc.)

Name and designation (of the one who is writing the letter)

TYPES OF BUSINESS LETTERS

- A business letter is written to a company/organization/industry from another official firm regarding various issues such as placing orders, settling payments, making complaints etc.
- The format of a business letter is that of a formal official letter. It is straightforward and specific.
- Avoid using long and complicated sentences. Keep the vocabulary simple.
- One should avoid making any grammatical or spelling mistakes in an official letter.

EXAMPLE 1: FORMAL LETTER

16 Ring Road

Nagpur – 01

November 30, 20xx

The Director

ABC Classes

35 Patel Street

Delhi – 18

Dear Sir,

Sub.: Enquiry about CAT Coaching Classes.

This is with reference to your advertisement in the 'The Times of India' for CAT Coaching classes.

I have passed the B.Sc. degree examination with Statistics as the main subject. I am keen on joining your institute for the coaching classes.

- Contd...

FORMAL LETTER

Kindly let me know about the procedure of applying for the qualifying test and its date. I would also like to know the duration of the coaching programme, the duration and the number of classes per week along with the available mode of classes. Information about the fees payable and the study materials is highly appreciated. Could you please send me a copy of your prospectus?

I would like to enroll as soon as possible. Your early response will enable me to decide fast.

Thanking you.

With kind regards

XYZ

EXAMPLE 2: COMPLAINT LETTER

New Business World
16 Ring Road
Delhi – 01

November 30, 20xx

The Manager
ABC Stationary King
35 Patel Street
Delhi – 18

Dear Sir,

Sub.: Complaint against Order No. S/24-201S-1147.

This is with reference to the Order No. S/24-201S-1147 place on Nov 17, 20xx. The order consists of letterhead and business cards. As per the agreement, we were promised of receiving the order latest by Nov 22, 20xx. First of all the order did not reach in time. Also, the quality of the papers and design selected for business cards is not matching with the selected one.

We have faced a lot of embarrassment and inconvenience and our reputation is at stake in the eyes of our clients.

Kindly ensure that the order will be replaced latest by Dec 4, 20xx, failing which payment will be stopped or the will be cancelled. I sincerely request you to look into the matter and do the needful as soon as possible.

Thanking you.

Yours truly
XYZ
General Manager

EXAMPLE 3: PURCHASE LETTER

New Era Business
16 Ring Road
Delhi – 01

November 30, 20xx

The Manager
Woods and Worlds
35 Patel Street
Delhi – 18

Dear Sir,

Sub.: Placing order for furniture.

As we have discussed telephonically, on behalf of our company I like to place an immediate order for the supply of the following set of furniture.

Model No.	Name of the item	Quantity
Er456	Conference Table	02
Th768	Chair	24
Bg098	Bookshelf	02
Hy234	Sofa	02

EXAMPLE 3: PURCHASE LETTER

As we have discussed, we are sending a demand draft of Rs. 20,000 as advance payment. The rest will be paid at the time of delivery. Kindly ship the above order at the above-mentioned address.

Kindly adhere to the terms of the agreement. We hope to receive the order in four working days.

Thanking You.

Yours truly

XYZ

HR

- Examples citation: <https://www.toppr.com/guides/business-correspondence-and-reporting/writing-formal-letters/types-formal-letters-samples/>