



Business Letters

Types of Business Letters

Inquiry Letter

Sales Letter

Order Letter

Complaint Letter

Complaint Handling Letter

Inquiry Letter



It is a letter written to enquire the information related to something.



The objective of the Inquiry Letter is to make a request to the recipient.



In other words, it is written to get the response from the recipient with the action that satisfies the enquiry.

Format

Enquiry Letter Format

From
[Name]
[Address]
[Contact Number]
[Date]

[Recipient's Name]
[Job Title]
[Organization Name]
[Address]

Subject: Enquiry about the [enquiry item]

Dear [Recipient's Name],

I am [sender name], [qualification in field name] having [years of experience] experience in [industry name] industry.

I am interested to work in your organization and I feel confident that my skills and experience will be an asset for your organization. So, I am enquiring to you for a job vacancy in this [job position] in your organization. Presently I am working for [organization name] as a [position title].

Looking forward to your response and consideration to get a chance to contribute to your [organization name].

Thanking You,

Yours Sincerely,
[Signature]
[Name of the Sender]
[Designation]

Sales Letter

- Sales Correspondence is a written communication between two parties with the motive of sales. A sales letter is a form of sale correspondence.
- It is a letter that tries to sell a product.
- Sales letters are an effective way to communicate with clients.
- It may target a specific group to grab their attention. It is like a salesman discussing the purpose but in the form of a letter.

Format

Heading / Headline

Organization Letterhead

OR

Sender's Name

Name of the Organization

Address

Date

Name of the Client

Address

Greetings / Salutation (i.e., dear, to whomsoever it may concern)

The introductory paragraph (attention seeking paragraph for introduction of service or product).

Second Paragraph (like the limited offer, discounts).

Third Paragraph (contact details).

Closing Salutation

Signature Line

Order Letter

- An order letter, also known as a **purchase order**
- An order letter is written to a company for an official product or service requirement.

Format

Order Letter Sample

Color World
15, New Market, Dhaka-1200

1st September 2012

Manager,
Sales Division
National Paints Co. Ltd.
20, Tongi, Gajipur.

Sub: Order for various paints.

Dear Sir,

Thank you for your quotation and the price list. We are glad to place our first order with you for the following items:

SL. No:	Description	Quantity	Weight	Unit price	Amount (Tk.)
1	Enamels paint	25 Tins	100 lbs	1000	25,000
2	Synthetic paint	20 Tins	200 lbs	2000	40,000
3	White paint	10 Tins	10 lbs	500	5,000 70,000

Since the above goods are required immediately as our stock is about to exhaust very soon. We request you to send the goods through your "Motor" van as the carriage inward is supposed to be borne by you.

We shall arrange payment within ten (10) days to comply with 5/10, Net 30 terms. Please send all commercial and financial documents along, with goods. We reserve the right to reject the goods if received late.

Yours faithfully,

Mohammed Tareq
Purchase Manager,
Color world

Complaint & Complaint Handling Letter

- A **Complaint Letter** is a type of letter written to address any type of wrong-doing, offense, grievance, resentment arising out of a product, service, etc. It is used to raise your concern about unfair things and seek a productive outcome.
- **Complaint Handling Letter** is a response to the complaint letter. If a customer writes a complaint letter, a company responds to the grievances of the customer.
- Format for both is same as mentioned earlier in Inquiry Letter.

Job Application

Job Application Letter Format

Candidate Name

Address

Email Id

Phone Number

Date:

Subject: Job Application Letter for the position in an organization.

[Dear Mr./Mrs.],

Mention where you saw the job posting and showcase your interest in working in this role.

Write some of your qualifications which match the job requirement.

Explain briefly about your past experience to emphasize your personality and skills. Express your interest to an employer for reviewing your job application letter. Also, you can include any follow-up information, if required.

Sincerely,

Candidate Signature

Candidate Name