

CONTENTS

CHAPTER 1	BUSINESS CORRESPONDENCE	1
	Parts of a Business Letter	5
CHAPTER 2	LETTERS OF INQUIRY	9
	Letters of Inquiry and Requests for Information	9
	Useful Sentences for Letters of Inquiry and Requests for Information	16
	Replies to Letters of Inquiry	18
	Follow-up Letters	24
	Useful Sentences for Replies to Letters of Inquiry and Follow-up Letters	26
CHAPTER 3	LETTERS OF COMPLAINT, ADJUSTMENT, AND APOLOGY	29
	Letters of Complaint	30
	Useful Sentences for Letters of Complaint	34
	Responding to Letters of Complaint	36
	Useful Sentences for Acknowledging and Responding to Letters of Complaint	40
	Letters of Apology	41
	Useful Sentences for Letters of Apology	43
CHAPTER 4	LETTERS OF CONGRATULATION AND APPRECIATION	45
	Letters of Congratulation	45
	Letters of Appreciation	48
	Thank-You Letters	50
	Useful Sentences for Congratulation, Appreciation, and Thank-You Letters	51
CHAPTER 5	BUSINESS ANNOUNCEMENTS	53
CHAPTER 6	BUSINESS AND PRIVATE INVITATIONS	63
	Useful Sentences for Invitations	73

CHAPTER 7 MISCELLANEOUS BUSINESS LETTERS 75

- Asking for or Making an Appointment 75
- Acknowledging Receipt of a Letter During a Person's Absence 77
- Letters Requesting, Acknowledging, or Refusing Donations 79
- Reservations of Meeting Room and Other Facilities 82
- Letters Dealing with Club Membership 84
- Miscellaneous Letters 88

CHAPTER 8 MINUTES 97

- Sample Minutes 97
- Glossary of Terms Used in Meetings 100

CHAPTER 9 BUSINESS REPORTS AND PROPOSALS 103

- Useful Sentences for Proposals and Business Reports 117

CHAPTER 10 PLACING AND ACKNOWLEDGING ORDERS 119

- Cover Letters for Placing an Order 120
- Useful Sentences for Letters Placing an Order 122
- Letters for Acknowledging an Order 123
- Useful Sentences for Letters Acknowledging Orders 127
- Canceling an Order 128
- Special Markings 129

CHAPTER 11 CREDIT LETTERS 131

- Request for a Line of Commercial Credit 132
- Letters Responding to a Request for Commercial Credit 134
- Useful Sentences for Letters Responding to a Request for Commercial Credit 136
- Letters Requesting Creditworthiness Information from Credit References 136
- Useful Sentences for Letters Requesting Information from Credit References 140
- Letters Written by Credit References in Response to Requests for Creditworthiness Information 141
- Useful Sentences for Letters Responding to Requests for Credit Information 142
- Letters Accepting or Turning Down Applicants for Commercial Credit 144
- Useful Sentences for Letters Granting or Refusing Credit 148

CHAPTER 12 COLLECTION LETTERS 149

- Series 1—Friendly Reminder Collection Letters 150
- Useful Sentences for Friendly Reminder Collection Letters 153
- Series 2—Firm Reminder Collection Letters 154
- Useful Sentences for Firm Reminder Collection Letters 156
- Series 3—Urgent Reminder Collection Letters 157
- Useful Sentences for Urgent Reminder Letters 159
- Series 4—Final (“Ultimatum”) Collection Letters 161
- Useful Sentences for Final (“Ultimatum”) Collection Letters 164

CHAPTER 13 JOB APPLICATIONS, RÉSUMÉS, AND EMPLOYMENT**CORRESPONDENCE 165**

- Cover Letters 165
- Résumés 165
- Unsolicited (“Cold”) Cover Letters to Prospective Employers 168
- Cover Letters Responding to Recruitment Ads 177
- Useful Sentences for Cover Letters Dealing with Job Applications 185
- Key Words for Résumés and Cover Letters 189
- Useful Sentences and Phrases to Describe Career or Professional Goals 192
- Sample Résumés 194
- Letters Requesting a Recommendation, a Reference, or Information 201
- Useful Sentences for Letters Requesting a Recommendation or Information from an Employment Reference 205
- Answers to Letters of Reference and Recommendation 206
- Useful Sentences for Letters of Reference and Recommendation 212
- Employer’s Response to Applications for Employment 214
- Useful Sentences for Responses by Employers to Applications for Employment 223
- Letters of Resignation 224
- Useful Sentences for Letters of Resignation 228
- Miscellaneous Company Letters and Annoucement 228

CHAPTER 14 NEWS RELEASES 237**CHAPTER 15 LETTERS TO SHAREHOLDERS 257**

- A Letter to Shareholders 257
- Useful Sentences and Paragraphs for Letters to Shareholders 263
- Useful Sentences: Opening Paragraphs 263
- Useful Sentences: Cost-Control and Cost-Containment Programs 265

Useful Sentences: Acquisitions and Divestitures	266
Useful Sentences: Corporate Strategies and Objectives	267
Useful Sentences: Directors, Management, and Executive Changes	269
Useful Sentences: Personnel, Programs, and Benefits	272
Useful Sentences: Corporate Social Responsibilities	272
Useful Sentences: Management's Tribute to Personnel	273
Useful Sentences: The Year Ahead	275
Formal Notices of an Annual Meeting of Shareholders	278

CHAPTER 16 LETTERS OF CONDOLENCE AND SYMPATHY 281

Letters of Condolence	281
Useful Sentences for Letters of Condolence	286
Replies to Letters of Condolence	291
Useful Sentences Thanking for Expressions of Sympathy	292
Formal Acknowledgements in a Local Newspaper	293
Death Notices in Local Newspapers	294
Useful Sentences for Death Notices	297
Letters of Sympathy	298
Useful Sentences for Letters of Sympathy to Injured or Ill Persons	300

CHAPTER 17 ELECTRONIC MAIL AND FAX COMMUNICATIONS 301

Electronic Mail	301
Sample E-mail Letters	302
Fax Communications	308
Sample Fax Messages	308

QUICK REFERENCE APPENDIX 311

Use of Punctuation Marks in Writing	311
Capitalization	318
Words Likely to Be Confused	321
Forms of Address for Use in Correspondence in the United States	328
Countries of the World	338
Abbreviations of American States	342
Abbreviations of Canadian Provinces and Territories	343
Text Messaging Abbreviations	344
Numerical Expressions	346

INDEX 349