

8 Business letters

writing

There are many fixed phrases used in business letters. Here are some:

Enquiry

I am writing to enquire about ...

or

I am interested in ...

I would be grateful if you could send ...

or

Could you possibly send ...

I look forward to hearing from you.

Reply

Thank you for your letter of 25 May, requesting details of ...

I am enclosing ...

or

Please find enclosed ...

If you require any further information, please do not hesitate to contact me.

or

We look forward to hearing from you.

John Patterson wrote a letter of enquiry to Sunland Furnishings. This is the reply he received. Read it, then write the letter of enquiry John Patterson wrote on 28 May.

Sunland Furnishings

East Street Sunleigh Essex

Mr J Patterson
3 Acacia Avenue
London N5

30 May 1995

Dear Mr Patterson

Thank you for your letter of 28 May, requesting details of our new 'Summer Shade' range of garden furniture.

I am enclosing a copy of our current brochure, and I should like to draw your attention to the quantity discounts on page 15. If you decide to purchase any items from the new range, we can also arrange for delivery in the UK mainland within 28 days, free of charge.

We look forward to hearing from you.

Your sincerely



Martin Turner
Sales Manager

3 Acacia Avenue
London N5

The Manager
Sunland Furnishings
East Street
Sunleigh
Essex

28 May 1995

Notice that:

1. It is now standard in typed business letters to omit commas after *Dear Sir* and *Yours sincerely*. There is also no punctuation in the address and the date is simply 28 May (not 28th).
2. Each paragraph begins at the left-hand margin, and there is a space between each paragraph.
3. If you begin a letter with the name, you finish with *Yours sincerely*. If you begin a letter *Dear Sir* or *Dear Madam*, you normally end *Yours faithfully* in British English.