

Business letters are formal paper communications between, to or from businesses and usually sent through the Post Office or sometimes by courier. Business letters are sometimes called "snail-mail" (in contrast to email which is faster). There are some types of business correspondence. It includes:

- letter
- memo
- fax
- email

Who writes Business Letters?

Most people who have an occupation have to write business letters. Some write many letters each day and others only write a few letters over the course of a career. Business people also read letters on a daily basis. Letters are written *from* a person/group, known as the sender to a person/group, known in business as the recipient. Here are some examples of senders and recipients:

- business «» business
- business «» consumer
- job applicant «» company
- citizen «» government official
- employer «» employee
- staff member «» staff member

Why write Business Letters?

There are many reasons why you may need to write business letters or other correspondence:

- to persuade
- to inform
- to request
- to express thanks
- to remind

- **to recommend**
- **to apologize**
- **to congratulate**
- **to reject a proposal or offer**
- **to introduce a person or policy**
- **to invite or welcome**
- **to follow up**
- **to formalize decisions**

LET'S TALK

1. **Have you written a business letter? For what purpose?**
2. **Is the knowledge on writing a business letter an advantage to you or it doesn't make any difference at all?**
3. **Differentiate a business letter from the letters you've received from your friends and family members?**