FORMAL LETTER WRITING

In English there are a number of conventions that should be used when writing a formal or business letter. Furthermore, you try to write as simply and as clearly as possible, and not to make the letter longer than necessary. Remember not to use informal language like contractions.

Addresses:

1)YourAddressThe return address should be written in the top right-hand corner of the letter.

2) The Address of the person you are writing tothe inside address should be written on the left, starting below your address.

Date:

Different people put the date on different sides of the page. You can write this on the right or the left on the line after the address you are writing to. Write the month as a word.

Salutation or greeting:

1)DearSirorMadam,If you do not know the name of the person you are writing to, use this. It is always
advisable to try to find out a name.

2)DearMrJenkins,If you know the name, use the title (Mr, Mrs, Miss or Ms, Dr, etc.) and the
surname only. If you are writing to a woman and do not know if she uses Mrs or
Miss, you can use Ms, which is for married and single women.

Ending a letter:

1)YoursFaithfullyIf you do not know the name of the person, end the letter this way.Faithfully

2)YoursSincerelyIf you know the name of the person, end the letter this way.

3) Your signature Sign your name, then print it underneath the signature. If you think the person you are writing to might not know whether you are male of female, put you title in brackets after your name.

Placing an order

Color 15; New Market, Dhaka-12	200		World
1st September 2012			
Manager, Sales National 20, Tongi,Gajipur.	Paints	Co.	Division Ltd.

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 1bs	1000	25.000
2	Synthetic paint	20 Tins	2001bs	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 Purchase Color world

Manager,

1

Complaint letter

Sample 1:

Goods were assured to be delivered within two (2) weeks of placing the order. But you have not yet received the goods, write a letter to your supplier, pointing out the delay and specifying a date by which you wish to get the goods. (Delay in the Execution of the order)

VISION

Electron Plaza, Dhaka

September 20, 2004

General Sales Rankon Bijoy Sharbni, Dhaka-1100

Ref: Delay in the Execution of the order.

Dear Sir,

On 25th August, 2004, we placed our order No: H-15 with you for ten (10) Sony TV and five (5) national DVD Players. When your representative visited us, he assured the delivery to be made within two weeks but we haven't yet received the goods.'

Manager Division Electronics

CORNER

As the delivery has been delayed, we have lost our customers and caused us a great financial loss as well as a loss of considerable goodwill to us.

Please promptly dispatch the goods ensuring that we receive them not later than Monday, September 25, 04.

Yours faithfully

TV Sales VISION CORNER

A.

Taslim Manager

Sample 2:

Suppose you have received 1,000 cartoons of tube lights but 100 cartoons of them are damaged. Write a complaint letter to the supplier stating the fact and ask for quick replacement. (Goods received in a damaged condition)

TRANS-WORLD

LIGHTING

Mohakhali C/A, Dhaka-1212

Service

5th March, 04

Manager Sales &

LIGHTING W

WORLD LTD.

Tongi, Gazipur,

Sub: Complaint for Goods received in a damaged condition

Division

Dear Sir,

Many thanks for your prompt delivery of the ordered Tube lights. Unfortunately, on opening the cartoon, we found 100 cartoons of Tube lights in a damaged condition. We are not sure whether the damage has been caused by poor handling or wrong packing.

While placing the order, I clearly mentioned that we required these goods quickly and to be handled 'with care' while delivery. Although we received such goods in time but 100 cartoons damaged goods caused serious problems to the need of our valued customers.

Please take back 100 cartoons damaged goods and provide replacement before 15th Mach, 04 to enable us to satisfy our customers need.

We are looking forward to hear you with the said replacement.

Yours faithfully

M. Sales Trans-World Lighting

Manager

Hafiz

Sample 3:

Write a letter to your supplier pointing out the poor quality of clothes sent by him, which has caused loss to you. Ask for the reimbursement of the loss. (Inferior quality of goods supplied)

Bexi-Clothes Wholesale and South Plaza/Dhaka-1215	Retail	Cloth	Corner Merchants
5th February, 04			
Sales BANGLADESH Narayangong, Dhaka.	TEXTILE	MILLS	Manager LTD.

Ref: Our order No: 720 received as inferior.

Dear Sir,

Your recent shipment of cloth has put us in a difficult position.

Relying, as we did in the past on the high quality of clothes you normally send us, we supplied the clothes to our customers. But we have received various complaints regarding such clothes.

On an examination, we find that the cloth is too loosely woven and tends to pull out of shape. We have enclosed a few pieces which will confirm that their texture is definitely defective.

As we shall have to take back the cloth supplied to our customer, we expect you to send us the right quality of cloth and make good the loss suffered by us.

Yours faithfully

SHAKER Marketing Bexi-Clothes Corner KHAN Manager