

## **Types of Business Letter**

Business letter is an old form of official correspondence. A business letter is written by an individual to an organization or an organization to another organization. Business letters are written for various purposes. One writes a letter to enquire information, apply for a job, acknowledge someone's work, and appreciate one's job done, etc. As the motive of writing the letter is different, the style of the letter changes and you get different types of business letters. The various types of business letters are used by different people to serve their purpose of sending the message across.

The term “business letters” refers to any written communication that begins with a salutation, ends with a signature and whose contents are professional in nature. Historically, business letters were sent via postal mail or courier, although the Internet is rapidly changing the way businesses communicate.

Let's take look at the most common types of business letters:

### **Acknowledgement Letter**

This type of letter is written when you want to acknowledge someone for his help or support when you were in trouble. The letter can be used to just say thanks for some thing you have received from someone, which is of great help to you.

An acknowledgement letter is used to acknowledge a fact, action taken or a situation that happened. This letter is nothing but saying a thank you to someone who has helped or supported you in your difficult times. An acknowledgement is a spontaneous reaction whereas a thank you many times is used as a social norm. This sort of letter is used to convey your gratitude towards a person who stood with you in your bad phase. It is for a longer duration of time. A mere thank you works with a short term action. An acknowledgement is a great way to get response from other side. The letter has to be direct and should recall the past deeds and actions that you are acknowledging. This type of letter helps you in building a bond or strengthening the relationship with the recipient. This letter is also used to confirm that you have received something.

An adjustment letter is normally sent in response to a claim or complaint. If the adjustment is in the customer's favor, begin the letter with that news. If not, keep your tone factual and let the customer know that you understand the complaint.

Acknowledgment letters act as simple receipts. Businesses send them to let others know that they have received a prior communication, but action may or may not have taken place.

### **Apology Letter**

An apology letter is written for a failure in delivering the desired results. If the person has taken up a task and he fails to meet the target then he apologizes and asks for an opportunity to improve in this type of letter.

### **Appreciation Letter**

An appreciation letter is written to appreciate some one's work in the organization. This type of letter is written by a superior to his junior. An organization can also write an appreciation letter to other organization, thanking the client for doing business with them.

### **Complaint Letter**

A complaint letter is written to show one that an error has occurred and that needs to be corrected as soon as possible. The letter can be used as a document that was used for warning the reader.

The words and tone you choose to use in a letter complaining to a business may be the deciding factor on whether your complaint is satisfied. Be direct but tactful and always use a professional tone if you want the company to listen to you.

### **Inquiry Letter:**

The letter of inquiry is written to inquire about a product or service. If you have ordered a product and yet not received it then you can write a letter to inquire when you will be receiving it.

Inquiry letters ask a question or elicit information from the recipient. When composing this type of letter, keep it clear and succinct and list exactly what information you need. Be sure to include your contact information so that it is easy for the reader to respond.

### **Order Letter:**

This letter is as the name suggests is used for ordering products. This letter can be used as a legal document to show the transaction between the customer and vendor.

Order letters are sent by consumers or businesses to a manufacturer, retailer or wholesaler to order goods or services. These letters must contain specific information such as model number, name of the product, the quantity desired and expected price. Payment is sometimes included with the letter.

### **Letter of Recommendation**

This type of letter is written to recommend a person for a job position. The letter states the positive aspects of the applicant's personality and how he/she would be an asset for the organization. Letter of recommendation is even used for promoting a person in the organization.

Prospective employers often ask job applicants for letters of recommendation before they hire them. This type of letter is usually from a previous employer or professor, and it describes the sender's relationship with and opinion of the job seeker.

### **Sales Letters**

Typical sales letters start off with a very strong statement to capture the interest of the reader. Since the purpose is to get the reader to do something, these letters include strong calls to action, detail the benefit to the reader of taking the

action and include information to help the reader to act, such as including a telephone number or website link.

### **Follow-Up Letter**

Follow-up letters are usually sent after some type of initial communication. This could be a sales department thanking a customer for an order, a businessman reviewing the outcome of a meeting or a job seeker inquiring about the status of his application. In many cases, these letters are a combination thank-you note and sales letter.

### **Cover Letter**

Cover letters usually accompany a package, report or other merchandise. They are used to describe what is enclosed, why it is being sent and what the recipient should do with it, if there is any action that needs to be taken. These types of letters are generally very short and succinct.

### **Letters of Resignation**

When an employee plans to leave his job, a letter of resignation is usually sent to his immediate manager giving him notice and letting him know when the last day of employment will be. In many cases, the employee also will detail his reason for leaving the company.