

## **Institute of Sciences, Humanities & Liberal Studies**

### **Department of Languages**

### **Topic : Business Letters**

### **Compiled by: Prof Pranjal Bhatt**

### **Types of Business Letters**

#### **A. Letters of Inquiry**

- Written by a firm or a purchaser who intends to buy goods
- Contains details about regarding and required goods/services
- May add contain a request for sample/demo
- Specifies the terms and mode of payment
- Specifies time and mode of delivery
- Ends with the gesture of long term relationships

#### **B. Letters of placing Orders**

- It is a legal document.
- Contains details about regarding purchased goods/services
- Avoid using objectives for the product as well as supplier.
- If any advance payment done, mention in the letter.
- Do indicate the preferable mode of shipping/carting.

#### **C. Letters of Complaint**

- It is written to express customer's dissatisfaction regarding the product or service
- State the reason and explain the problem in detail in the main body
- Give precise and necessary information
- State what actions you want to be taken regarding the issue at the end.
- Use present tense to express your wish or hope

#### D. Letters of Cancellation

- The opening paragraph should confirm the action taken i.e. cancellation of the order.
- The second paragraph should clearly give the convincing reasons for the actions
- The next paragraph should state the next step of action to be taken.
- The concluding line should hint at the future consequences of such an attitude

#### E. Letters of Executive Orders

- Execution is a formal communication done to the buyer
- 1<sup>st</sup> paragraph should be thanking the customer for placing the order.
- The next paragraph should give in detail how the goods have been sent
- The last paragraph should express supplier's desire for better relations.

**SAMPLE LETTER**

Your college wishes to start a language laboratory. You need 50 computers for that purpose.  
Write a letter to Tech Solutions Ltd, Nr ISKON Mall, SG Road, Ahmedabad.

Anand Engineering College  
Opp. Mission Hospital, Tower Road  
Surat 395 001

Fax: (0261) 2841404

Website: anandengineeringcollege.ac.in

Phone: (0261) 2841403

Email: anandenggcollege@gmail.com

Date: 20 June 2013

Tech Solutions Ltd  
28, First Floor, Himalaya Mall  
Indraprasth Tower, Drive-In Road  
Memnagar  
Ahmedabad 380052

Sub: Inquiry about computers

Dear Sir/Madam,

We are pleased to introduce ourselves as one of the prestigious institutes affiliated to Gyan Technological University, Ahmedabad. With a view to strengthening the communication skills of our students, we have decided to set up a well-equipped language lab.

We shall be glad if you would kindly let us know the prices and terms of trade for the supply of 50 computers suitable for a language lab. Our order is going to be considerably large. We, therefore, request you to offer us your maximum discount and favourable terms of payments. As our requirement is urgent, we would like to know whether you could deliver the goods within a month.

If your prices, terms and delivery period are found acceptable to us, we shall soon place our order with you.

We look forward to hearing from you.

Yours faithfully,

MR Rathj)  
Procurement Officer

Tech Solutions Ltd, Ahmedabad has supplied an order for 50 computers from Anand Engineering College, Surat. However, they have received some complaints regarding the goods supplied. Write a letter on their behalf accepting their request to adjust the manner.

#### SAMPLE LETTER

Tech Solutions Ltd  
28, First Floor, Himalaya Mall  
Indraprasth Tower, Drive-In Road  
Memnagar, Ahmedabad 380052

Phone: (079) 65229214  
Email: techsolutions@gmail.com

Fax: (079) 65229215  
Website: www.techsolutions.com

14 August 2013

Anand College of Engineering  
Opp. Mission Hospital  
Tower Road  
Surat 395 001

Sub: Adjustment to your complaint dated 13 August 2013

Dear Mr Rath,

Thank you for drawing our attention to the damaged things you received in the goods supplied by us. We really regret for the trouble you had to face.

We accept the fact that due to the rush of orders enough care was not taken in packing and dispatching the goods. However, one engineer from our company will visit your institute within a week and address all your complaints. In addition to this, we like to add that necessary changes have been made to take care of all the necessary factors that may give any chance of complaint.

We reassure that such a thing will not happen in future.

Thanks.

Yours truly,

(RH Malhotra)  
Proprietor



Anand Engineering College, Surat has placed an order for 50 computers with Tech Solutions Ltd, Ahmedabad. However, the supplier has failed to dispatch the goods in time. Hence, the institute is forced to cancel the order. Write a letter on their behalf.

### SAMPLE LETTER

Anand Engineering College  
Opp. Mission Hospital, Tower Road  
Surat 395 001

Fax: (0261) 2841403

Website: anandengineeringcollege.ac.in

Phone: (0261) 2841403

Email: anandenggcollege@gmail.com

Date: 8 August 2013

Tech Solutions Ltd  
28, First Floor, Himalaya Mall  
Indraprasth Tower, Drive-In Road  
Memnagar  
Ahmedabad 380052

Sub: Cancelling the order for computers

Dear Mr Malhotra,

We confirm our telephonic instructions to cancel our order for 50 computers. We regret that delay in the execution of the order has compelled us to cancel our order.

The delay on your part has put us in a very awkward position. Our students will have to wait for the access to language lab. We had to buy our requirements from other suppliers. If you fail to be prompt in future, we shall be compelled to obtain all our regular requirements from elsewhere.

We would appreciate your immediate attention to the matter.

Yours truly,

(MR Rathi)  
Procurement Officer