Business letters are of varied types which may include:

Sales letters, Credit and collection letters, Goodwill letters, Request letters, Acknowledgement letters, Inquiry letters, Demand letters and so on.

The letters are written by people who have an occupation of sorts and these could be between business people, a job applicant and a company, employer and employee, individuals and civic offices and so on.

Business letters are written to request, persuade, inform, remind, apologize or follow up on some issues. They may also be used to reject an offer, introduce a product or person, invite, congratulate, recommend or thank someone.

When writing business letters an official and professional tone should be used. This helps give the letter the seriousness and weight it carries.

The letters are mainly sent by post office or via messengers and of late more and more companies are using emails to send business letters. Business letters are read daily and may be responded to with urgency depending on the request.