

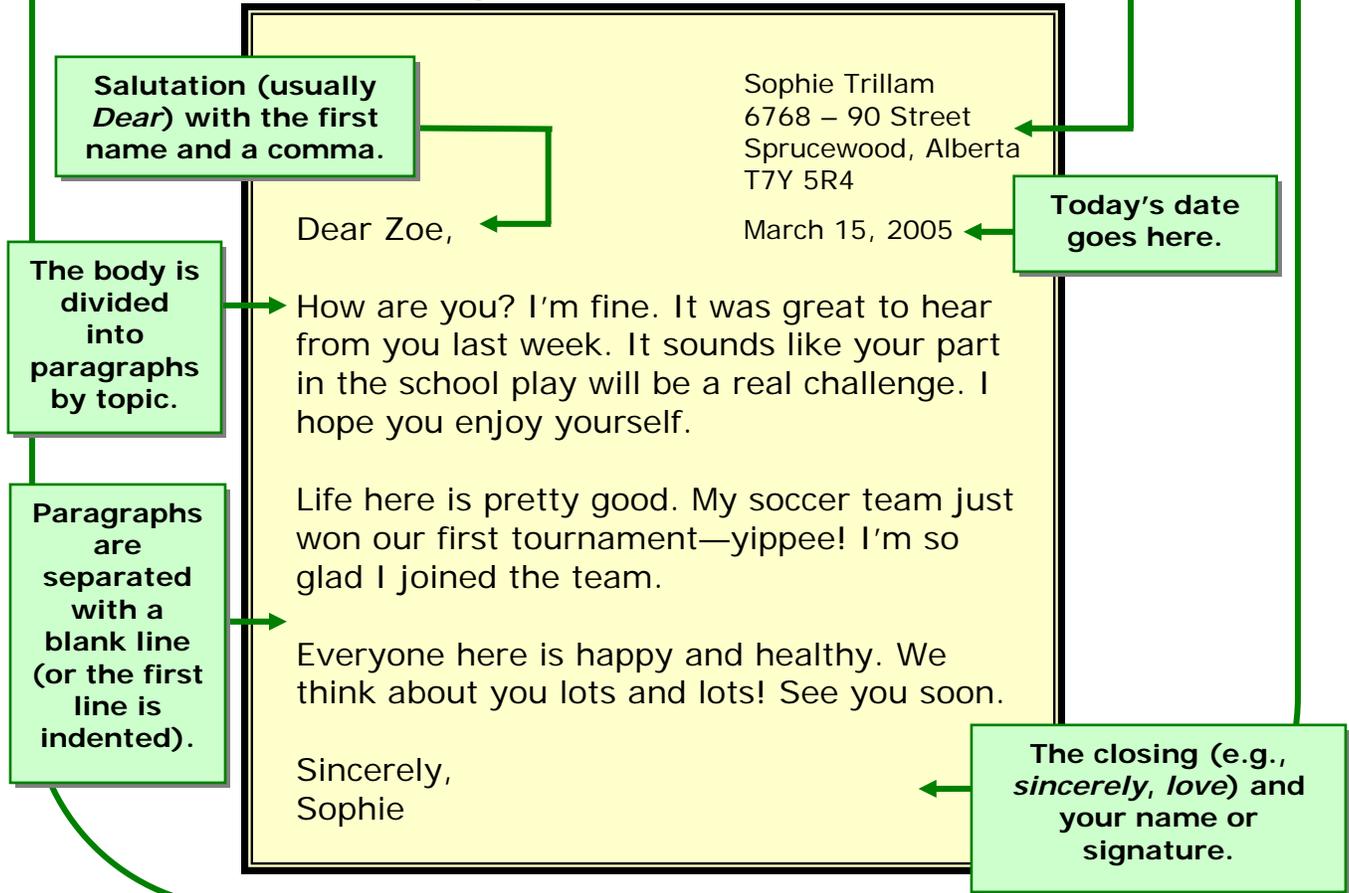
Friendly Letters and Business Letters



Friendly Letters

Friendly letters are usually written between friends or family members to stay in touch when they are far apart. A friendly letter usually includes personal information and descriptions of day-to-day life. Since the audience of a friendly letter is a friend or family member, it is okay to use less formal language and to write the same way you usually speak.

Parts of a Friendly Letter



Business Letters

Business letters are usually written between people who do not know one another well, or sometimes not at all. A business letter usually focuses on one topic and has a formal tone. Common types of business letters are:

- letters of request
- letters of complaint
- letters to editors or officials
- letters of information.

A Letter of Request is written to ask for information or assistance.

- Explain why you are writing.
- Ask the questions you have.
- State clearly what you want the person to do for you.
- Thank the person for his or her time and assistance.

A Letter of Complaint is written to express your unhappiness with something you have received, heard or experienced.

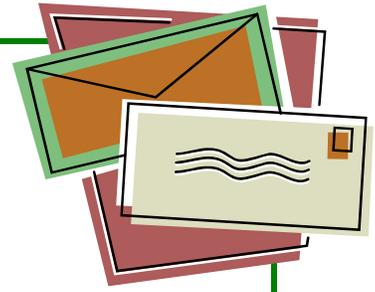
- Describe the problem.
- Explain how you think the problem should be solved.
- State clearly what you want the person to do for you.
- Thank the person for his or her time.

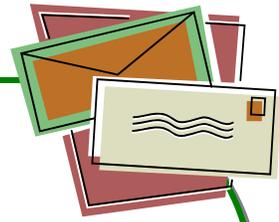
A Letter to an Editor or Official is written to the editor of a newspaper or a government official about a problem or concern that affects you or your community.

- Describe the situation.
- Tell what you think about it.
- Offer solutions and support them with facts and examples.
- Ask that the situation be changed.

A Letter of Information is written to pass along important information.

- State your reason for writing.
- State the information clearly and briefly.
- Thank the person for his or her time.





Parts of a Business Letter

Your name and
address here

Today's date here

The reader's name
and address here

Salutation (usually *Dear*)
with the reader's full name
or job title and a colon (:)

The body is divided into paragraphs, with one blank
line between each paragraph.

The closing (e.g.,
sincerely, regards)

Your signature

Your name typed



Tip!

Many word processing software programs have guides or templates to help you create letters. You can usually choose one of these options when you create a new document.