

BUSINESS COMMUNICATION CENTER

A BUSINESS LETTER IN FULL BLOCK FORMAT

Block formatting, in which all document sections are left justified, is a formal choice of page layout for business memos, letters and reports. Formal letters include the following parts:

Heading—Sender's name (optional), address and contact info

Date—Formal style with the month spelled out, the day, and the full year

Inside Address—Recipient's name and address

Formal Salutation—Dear Madam, Dear Sir, Dear Hiring Manager

Body of the Letter

Complimentary Close—Sincerely,

Signature

Subject Line—May be added above the salutation if desired.

* * *

127 Main Street
Townsville, MA 56789
February 17, 2018

Mr. John Smith
Customer Service Department,
PQR Inc.
354 Broad Avenue
Lake City, NY 23456

Subject: Organizing a Business Letter

Dear Mr. Smith:

In the first paragraph, give good news or make a neutral statement if you have bad news. If this correspondence is a persuasive letter, grab the reader's attention immediately.

In the body of the letter, provide related business information in the case of good news. In the case of bad news, give reasons for the bad news, and then state the news itself clearly and concisely.

In the case of a refusal or rejection, add a separate paragraph offering alternative solutions and/or benefits offered to address the issue or concern.

No matter what the news, always end with a positive closing. For a good news message, you can refer to the news again.

Sincerely,

Your Name



A BUSINESS LETTER IN MODIFIED BLOCK FORMAT

Modified block format is an alternative to full block format and is used only in business letters. When using this format, the return address, dateline and closing are placed two-thirds of the way across the page.

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127 Main Street
Townsville, MA 56789
February 17, 2006

Mr. John Smith
Customer Service Department,
PQR Inc.
354 Broad Avenue
Lake City, NY 23456

Dear Mr. Smith:

In the first paragraph, give good news or make a neutral statement if you have bad news. If this is a persuasive letter, grab the reader's attention immediately.

In the body of the letter, go on to provide related business information in the case of good news. In the case of bad news, give reasons for the bad news, and then state the news itself clearly and concisely.

In the case of a refusal or rejection, add a separate paragraph offering alternative solutions and/or benefits offered to address the issue or concern.

No matter what the news, always end with a positive closing. For a good news message, you can refer to the news again.

Sincerely,

Your Name

ABOUT THE BUSINESS COMMUNICATION CENTER:

The BCC provides one-on-one and small group coaching to undergraduate and graduate students, supports the instruction of communication content in other courses, and offers Isenberg faculty and staff expert communications-related resources and assistance. The BCC works with other Isenberg faculty, the Chase Career Center, and student groups to customize our services and meet the needs of the Isenberg community.