

Types of Business Letter Formats

Match the types of letters with their definitions

• Resignation letters.	• They key with these types of letters is to ask for help without groveling or being overly emotional. Take a hard look at the adjectives you're using in the letter.
• Bad news letters.	• These can be great for networking and relationship building. Don't just write a, "Thanks for," and leave it at that. Provide more details about what they did and how it helped you, and then close with a second expression of thankfulness.
• Response letters.	• The key with bad news letters is to soften the blow. Being direct is valued in business writing. But when writing bad news letters, it's best to remind the receiver about what actually works in your business relationship before breaking the bad news to him or her.
• Adjustment letters.	• This is about giving notice that you are leaving a position, providing a last day of employment, and explaining what is causing you to leave.
• Sales letters.	• They are meant to acknowledge that you received an item from someone, or that you are aware of a fact or error they pointed out. Let the receiver know when you received the package or information, and then thank them for it.
• Congratulatory letters.	• This is about explaining or listing off how a request was fulfilled.
• Letter of request.	• These letters require a strong call to action or hook at the beginning so that the receiver continues to read and discovers the benefits of whatever you are selling. Make sure to provide information so that they can easily respond.
• Thank you letters.	• Sent with a package, report or other item, the purpose of a cover letter is to describe what is enclosed and provide a description of what the receiver should do with it.
• Complaint letters.	• The point with these types of letters is to stay on point and avoid sounding over-the-top or mocking. Describe what motivated you to send a congratulations and the positive feedback that you have already heard. Keep the letter concise.
• Memos	• This is a response to a complaint letter. The point is to be humble in the response and to offer potential solutions. You want to avoid burning bridges and instead use your response as a relationship-building tool.
• Acknowledgment letters.	• Often used to spread important news and directives inside a company, the point with memos is to be fast and to the point with your communications.
• Cover letters.	• The key to these types of letters is to demonstrate that you are displeased without being over-the-top angry. Suggest how the receiver of the letter might correct the situation.