

**Basic knowledge  
courseware for  
English business le**





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01

# Overview of English Business Letters



# Definition and characteristics



## Definition

An English business letter is a formal communication written in the English language, used to conduct business transactions with another party

## Characteristics

Business letters are stylishly well structured, policy, and consensus, using formal language and accurate grammar They should clearly communicate the purpose of the response



# The Importance of Business Letters

01

## Documenting transactions

Business letters serve as official records of business transactions, agreements, or communications

02

## Building relationships

Well written business letters can be established or strengthened professional relationships between parties

03

## Compliance and legal objectives

Business letters may be required for compliance with legal or regulatory requirements, and can provide evidence in case of disputes



# The Format and Structure of Business Letters

01

## Heading

The letterhead includes the sender's contact information, the date, and the recipient's contact information

02

## Salutation

The opening meeting, typically "Dear [Name]," or a more formal variation

03

## Body

The main content of the letter, addressing the purpose of the relevance, including relevant information, details, or requests

04

## Complementary Close

A political closing phrase, such as "Sincerely," or a more formal variation

05

## Signature

The signature block includes the sender's name, title, and contact information



02

# **The Language Characteristics of English Business Letters**





## Style of language

### Formal and personal

English business letters are written in a formal and personal style, using referential language to maintain professionalism and distance

### Direct and to the point

English business letters are consistent and to the point, avoiding excessive wordiness or ambiguity

### Clear and structured

English business letters are organized in a clear and structured manner, with a defined introduction, body, and conclusion



# Vocabulary selection



## Precision and technical

English business letters use precision and technical vocabulary to communicate complex ideas accurately and effectively

## Average colloquialism

English business letters should avoid colloquialism and casual language to maintain a formal tone

## Use industry specific terms

English business letters should use industry specific terms to demonstrate knowledge and familiarity with the subject matter



# Grammar and Spelling



## Correct grammar

English business letters should have correct grammar, avoiding grammatical errors or colloquial expressions

## Proofreading

It is important to proofread the letter for any spelling or graphical errors before sending it out



## Consistency in tense and voice

The tense and voice used in English business letters should be consistent throughout the document



# Pole language and formality

## Use policy language

English business letters should use policy language to persuade attention and policy to the recipient



## Salutations

The salutation should be tailored to the recipient, using appropriate titles and last names



## Forms of address

The correct forms of address should be used when addressing the recipient, such as "Dear Sir/Madam" or "To Who It May Concern"





03

# **Writing Skills for English Business Letters**



# Clear and explicit expression



01

Use simple and clear language

Average using complex vocabulary and long sentences to ensure that the message is easily understood

02

Be specific

Provide specific details and examples to illustrate your point clearly

03

Organize information logically

Arrange your ideas in a logical order to make it easier for the reader to follow

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