# Business correspondence

## Letters

### CS

#### Trade letters

- 1. Enquiries & Orders
- 2. Complaints
- 3. Claims
- 4. Adjustment
- 5. Consumer Grievance

#### **Social PR Letters**

- 1. Invitation
- 2. Congratulation
- 3. Sympathy
- 4. Condolence
- 5. Thank You letter
- 6. Personal Acknowledgement

# Inquiry

#### 03

- Before placing an order a customer enquires about the product he proposes to buy.
- An inquiry letter, also known as a letter of enquiry, is a formal document used to request information or clarification from someone or an organization. It's like a polite and organized way to ask questions and gather further details about something that interests you.

(6) (a) Inquiry

TINYLAND

23, A. N. Bose Road, Dadar T. T., Mumbai – 400 013. **Ph.:** 2401 4011

Ph.: 2403 4012 They come are sets for the come and the come would be the come we come the come the come we come the come the come we come th

bedroom, studyroom, the dining room and the garden. evend swy that worst of now of testoral to 3rd December, 2017

booked a stall in the Furniture Mela that is being organised at Mr. F. J. Mehta May A modification and Market months and the state of the months and the state of the state o ton see for yourself the variety of duffind ducts. 53 - 60 Crawford Estates Malad, Mumbai - 400 079. F. Jenil Menta

Dear Sir, Dear Sir, Sub:

I have a large store in Dadar with furniture and playthings for children. I am interested in the moulded and light furniture you had advertised in 'Good Housekeeping'.

Please send me your illustrated catalogue and price list.

Yours faithfully, Sd/-Mohd. Ashraf (Proprietor) 5) (a) Inquiry

HOTEL SEASHELLS

Plot No. 114, Dr A.K.R. Road, Adyar, Chennai - 600 021. Phone: 044-2616 1982

www.seashellshot.com

add amosisw balk yearnath higher a state of 12th January, 2018 M/s Wellspun 12th January, 2018 Shops 148 - 152 Maha Shopping Mall Maha Shopping Man T. Nagar, Chennai – 600 017. an illustrated brochure of our material used in residences, botels

en innernated blocker our representative Mr. Vishal Nair will visit you, rig

Sub: January with the sample material kindly note that:due We have recently renovated our hotel and are looking for large quantities of furnishing material in various shades of blue. The material could be in plain shades or with prints.

Could you send us your latest catalogue and price list, along with sample material if possible. As our order will be a large one we expect a 20% discount. We look forward to your reply.

> Yours faithfully, Sd/-Pranav Mehta (Manager - Housekeeping)

(Manager)

# Letter to place an order

placing an Order ST. GEORGE COLLEGE ST. GEORGE COLLEGE 33-34A, A. M. Khan Marg, Borivali, Mumbai - 400 082. Ref. No. 114 Ph.: 27113131 in maroon, identical in design and quality with those,

20th October, 2017

The Manager Money House and will reach to the transfer to the The Manager Smart Wear L. N. Marg, Dadar Mumbai - 400 031. P. Jairam

Dear Sir,

We thank you for your quotation of 15th October and shall be Sub: glad if you will supply and deliver the following not later than 30th

150 V neck, Men's sweaters, 50 Red/100 Blue (Cat No. 432) at November: Rs. 300 each, inclusive of delivery charges and duties.

We accept your terms of payment as well as the 15% trade discount you offered.

We would appreciate delivery within the next two weeks, that is by 6th November, 2017 and look forward to your acknowledge-Yours faithfully, ment.

Sd/-Fr. J. Pius (Principal)

## PRACTICE

CB

(Workbook)