

Business correspondence



Letters



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



- ❧ 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

tinyland.com

3rd December, 2017

Mr. F. J. Mehta

Cosmos

53 - 60 Crawford Estates

Malad, Mumbai - 400 079.

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)

b) Reply

5) (a) Inquiry

HOTEL SEASHELLS

Plot No. 114, Dr A.K.R. Road, Adyar, Chennai - 600 021.

Phone: 044-2616 1982

www.seashellshot.com

M/s Wellspun
Shops 148 - 152
Maha Shopping Mall
T. Nagar, Chennai - 600 017.

12th January, 2018

Sir,

Sub:

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)



Letter to place an order

Encl:
(3) (a) **Placing an Order**

ST. GEORGE COLLEGE

33-34A, A. M. Khan Marg, Borivali, Mumbai - 400 082.

Ph.: 27113131

Ref. No. 114

20th October, 2017

The Manager
Smart Wear
L. N. Marg, Dadar
Mumbai - 400 031.

Dear Sir,

Sub:

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

150 V neck, Men's sweaters, 50 Red/100 Blue (Cat No. 432) at 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 acknowledgment.

Yours faithfully,

Sd/-

Fr. J. Pius

(Principal)

PRACTICE



(Workbook)