



SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107

An Autonomous Institution

Accredited by NAAC – UGC with ‘A’ Grade

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING - IoT

Including CS & BCT

COURSE NAME : 23ENT101 ENGLISH FOR ENGINEERS

I YEAR / I SEMESTER

UNIT V: BUSINESS LETTERS



BUSINESS LETTERS



A business letter is a formal document used for professional communication between individuals, organizations, or companies. It is typically written to convey information, make requests, provide updates, address issues, or establish formal agreements. Business letters follow a standard structure and tone to ensure clarity, professionalism, and efficiency.



TYPES OF BUSINESS LETTER



- Letter of Quotations,
- Clarification,
- Placing Orders,
- Complaint Letter



LETTER OF QUOTATIONS



To request or provide the price, terms, and conditions of a product or service.

Key Features:

- Polite and professional tone.
- Mention details of the product/service required.
- Specify quantity, quality, and any specific requirements.
- Include a deadline for response.



LETTER OF QUOTATIONS



Example Structure:

- Opening: Mention your interest in the product/service.
- Body: Request detailed quotations, including price, terms, delivery, and payment options.
- Closing: Express anticipation for a prompt response.



CLARIFICATION LETTER



To seek further information or clarify details about a previously discussed topic, agreement, or offer

Key Features:

- Reference the prior communication or context.
- Specify what needs clarification.
- Be concise and clear in your request.



CLARIFICATION LETTER



Example Structure:

- Opening: Reference the topic needing clarification.
- Body: List specific points or questions that require further explanation.
- Closing: Request a quick response and provide contact details.



LETTER FOR PLACING ORDERS



Purpose: To formally order goods or services.

Key Features:

- Include the product name, code, quantity, and specifications.
- Mention terms of payment, delivery date, and address.
- Be precise and polite.



LETTER FOR PLACING ORDERS



Example Structure:

- Opening: Mention your intent to place an order.
- Body: Provide details of the order, including deadlines and special instructions.
- Closing: Include a request for confirmation of the order.



COMPLAINT LETTER



Purpose: To address an issue or grievance regarding a product, service, or experience.

Key Features:

- Be factual and avoid emotional language.
- Clearly describe the issue, including dates, invoices, or any evidence.
- Request a specific action (replacement, refund, etc.).



COMPLAINT LETTER

Example Structure:

- Opening: State the purpose of the letter (to report an issue).
- Body: Describe the problem and its impact. Attach supporting documents, if any.
- Closing: Suggest a resolution and express hope for a quick response.

