



May 21-25, 2020

LESSON 14

**TOPIC: VARIOUS FORMS OF OFFICE CORRESPONDENCE**

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## What is Office Correspondence?

- Office Correspondence is business letters that are used in a professional setting. They begin with a salutation and end with the sender's signature.
- These are usually used in business transactions in offices, hence, the term "business letter".
- There is a variety of business letters and each has a specific purpose. Although different in purpose, each one must be written in formal, straightforward, precise and polite manner.

### EXTERNAL CORRESPONDENCE

- ✗ is the agreement between an organization and outsiders like other firms, organization, companies, etc. all letters received from and sent out other firms are example of external correspondence.

### INTERNAL CORRESPONDENCE

- ✗ is the agreement between departments, branches, and the head office of the same organizations. Branches are considered as a department of an organization and therefore, the correspondence is also considered as an internal one.

## MAJOR TYPES OF OFFICE CORRESPONDENCE

### A. BUSINESS LETTER

- ❖ It refers to any written communication that begins with a salutation, ends with a signature, and whose contents are professional in nature. Historically, a business letter was sent via postal or courier, but the Internet is rapidly changing the way businesses communicate.
- ❖ Its tone is more formal than a personal letter and always maintains a margin of at least one inch in all four edges. It is always written on 8 ½ x 11 unlined stationary.

### PARTS OF A BUSINESS LETTER:

**1. HEADING** - This contains the return address (usually two or three lines) with the date on the last line. Sometimes it may be necessary to include a line after the address and before the date for a phone number, fax number, email address or something similar.

**2. INSIDE ADDRESS** - This is the address you are sending your letter to. Make it complete as possible. Include titles and names if you know them. This is always on the left margin. It also helps the recipient route the letter properly and can also help should the envelope be damaged and the address becomes unreadable.

**3. GREETINGS** - It is also called the **salutation**. The greeting in a business letter is always formal. It normally begins with the word "Dear" and always includes the person's last name. It normally has a title. The greeting in a business letter always ends in colon.

**4. BODY** - The body is written as text. A business letter is never handwritten. Regardless of format, Skip a line between paragraphs. Skip a line between the greeting and the body and skip a line between the body and the close.

**5. COMPLIMENTARY CLOSE** - This short, polite closing ends with a comma. It is either at the left margin or its left edge depending on the Business Letters Style that you use. It begins at the same column as the heading does. The block style is becoming more widely used because there is no indenting to bother with in the whole letter.

**6. SIGNATURE LINE** - Skip two lines and type out the name to be signed. This customarily includes a middle initial but does not have to. Women may indicate how they wish to be addressed by placing Miss, Mrs., Ms. or similar title in parentheses before their name.

HONE YOUR SKILLS!

ACTIVITY #1

Directions: Answer the following comprehensively.

1. Why is writing business correspondence important?

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2. Differentiate external correspondence with internal correspondence?

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3. Discuss the parts of business letter and define the significant of each part in writing business letter.

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