

PENANG SANGAM HIGH SCHOOL

YEAR 11

OFFICE TECHNOLOGY

WORKSHEET 10

LESSON NOTES AND ACTIVITY

STRAND	OT 11.2 Computer Concepts and Skills
SUB-STRAND	OT 11.2.3 Document Processing
LEARNING OUTCOME	<ul style="list-style-type: none">• define letters in a business• identify the layout of an letter

LETTERS

A **letter** is a communication mode whose purpose is to convey messages or information or explain situations from one to another. (Sent outside organization – A4 size)

FORMAT OF LETTERS

Letterhead Most business stationery is printed with the company's name, address, telephone numbers, fax numbers, telegraphic or email address and post office box numbers. It often includes a logo. A well designed letterhead sets the tone for what follows.

References Serial numbers on letters aid filing.

Date

Write the date as follows: day, Month, Year with the month written in full. E.g. 3 December 2020

Inside Address

Always include the name and address of the person or organisations being written to. The usual sequence is the person's name, title, the organisations name, number and street name, city or town, country if necessary.

Attention Line

This is included when the sender knows who is dealing with the correspondence yet the letter is being sent to a company.

Salutation

Dear Sir or Madam is often used if the recipient is not known. Where the address is known the name should be used either formally (Dear Mrs Smith) or familiarly (Dear Laura) depending on the circumstances.

Subject Heading

A subject heading is useful for filing. It summarises what the letter is about so helps the reader.

Complimentary Close (or Subscription)

The close should agree with the salutation. If the letter is impersonal and formal, the salutation should be: Dear Sir/Madam... Yours faithfully. When there is a more personal approach it should reach: Dear Ms O'Sullivan....Yours sincerely.

Signature

Every letter must be signed by the person responsible for it. His or her name should also be typed beneath the signature, with title or office (designation) below it.

Enclosures

The abbreviation "Enc" means that something is been enclosed in the letter. If there is more than one enclosure, a number is added, e.g. Enc 4.

Copies

The notation "cc" (copies circulated), means that copies of the letter have been sent to the person or persons named, e.g. cc Mrs J Robinson.

ACTIVITY

1. Identify parts of a letter below

FRIENDS AND NEIGHBORS
516 W. Iowa Street
Dermott, AR 71638-2039
(870) 555-0183

December 7, 200-

↓ 4

Mr. Alex P. Perkla
Homemade Construction
571 S. Pecan Street
Dermott, AR 71638-2225

↓ 2

Dear Mr. Perkla

↓ 2

Thank you for helping to make this year's Friends and Neighbors Dinner a success.

The tables and benches your crews built, delivered, and set up were put to good use. Meals were enjoyed by 376 people who might otherwise have spent their holiday alone and hungry.

Homemade Construction has a positive reputation in the community. That reputation is well deserved.

↓ 2

Sincerely

↓ 4

Chuck L. Fosgate, Chair
Friends and Neighbors Dinner

↓ 2

Enclosures

(i) points to the letterhead address.

(ii) points to the date.

(iii) points to the recipient's address.

(iv) points to the salutation.

(v) points to the first paragraph of the body text.

(vi) points to the closing "Sincerely".

(vii) points to the signature "Chuck L. Fosgate, Chair".

(viii) points to the word "Enclosures".

THE END 😊