

English for Communication (BT-103) Unit–V Notes Business Correspondence

UNIT–V TOPICS

- Importance of Business Letters
- Parts and Layout of Business Letter
- Application Writing
- Resume Writing
- Quotation
- Order Letter
- Complaint Letter
- E-mail Writing
- Tender

1. BUSINESS CORRESPONDENCE

Business correspondence means communication through letters, emails and official documents in business and professional fields.

Importance of Business Correspondence:

- Maintains professional communication
- Helps in business transactions
- Creates official records
- Improves business relationships
- Useful for technical and professional communication

2. BUSINESS LETTER

A business letter is a formal written communication used for official purposes.

Features of Business Letter:

- Clear language
- Proper format
- Professional tone
- Accurate information

3. PARTS OF BUSINESS LETTER

1. Sender's Address
2. Date
3. Receiver's Address
4. Subject
5. Salutation
6. Body of Letter
7. Complimentary Closing
8. Signature

4. LAYOUT OF BUSINESS LETTER

Business letter should follow proper formal format.

Format:

Sender's Address
Date
Receiver's Address
Subject
Salutation

Body
Closing
Signature

5. APPLICATION WRITING

Application is a formal request written for a job, leave, scholarship or permission.

Features of Good Application:

- Proper format
- Clear purpose
- Formal language
- Brief and polite writing

Example Topics:

- Leave Application
- Job Application
- Scholarship Application

6. RESUME WRITING

Resume is a document containing personal, educational and professional details.

Importance of Resume:

- Required for job applications
- Highlights skills and achievements
- Creates first impression

Contents of Good Resume:

1. Personal Details
2. Career Objective
3. Educational Qualification
4. Technical Skills
5. Projects
6. Achievements
7. Hobbies
8. Declaration

Guidelines for Writing Resume:

- Use simple language
- Keep resume short and clear
- Mention correct information
- Highlight technical skills
- Use proper formatting

7. QUOTATION LETTER

Quotation letter is used to provide price details of products or services.

Features:

- Product details
- Price information
- Terms and conditions

8. ORDER LETTER

Order letter is written to place order for goods or services.

Contents:

- Product details
- Quantity
- Delivery date

- Payment terms

9. COMPLAINT LETTER

Complaint letter is written to report problems regarding products or services.

Features:

- Clear complaint
- Proper explanation
- Polite language
- Request for solution

10. E-MAIL WRITING

E-mail is electronic mail used for digital communication.

Parts of E-mail:

- To
- Subject
- Body
- Closing

Advantages:

- Fast communication
- Easy document sharing
- Official communication tool

11. TENDER

Tender is a formal invitation to suppliers for providing goods or services at specified rates.

Contents of Tender:

- Project details
- Terms and conditions
- Submission date
- Cost details

Importance:

- Transparency in business deals
- Competitive pricing

MOST IMPORTANT 14 MARK QUESTIONS

1. Explain importance of business correspondence.
2. Explain parts and layout of business letter.
3. Explain application writing with suitable format.
4. Explain resume writing and contents of good resume.
5. Explain guidelines for writing effective resume.
6. Explain quotation letter with suitable example.
7. Explain order letter and complaint letter.
8. Explain e-mail writing with format.
9. Explain tender and its importance.

IMPORTANT 7 MARK QUESTIONS

1. Define business correspondence.
2. Explain business letter layout.
3. Explain features of good application.
4. Explain resume writing.
5. Explain complaint letter.
6. Explain quotation letter.
7. Explain tender.

EXAM TIPS

- Learn business letter format carefully.
- Practice resume writing regularly.
- Use formal and polite language.
- Practice email and application formats.
- Write answers in proper sequence and points.