

BUSINESS LETTER -- BLOCK FORMAT

The heading gives the writer's address and the date on separate lines. Do NOT include your name here.

8573 My Street
St. Louis, MO 63123
June 5, 2005

The inside address gives the name, title, and address of the person to whom the letter is being sent.

Mr. Serve Uright
Customer Service Manager
Colorfast Marker Company
P.O. Box 514
New York, NY 10057

The salutation is formal and ends with a colon.

Dear Mr. Uright:

The body of the letter is single-spaced and flush left. Do NOT indent paragraphs.

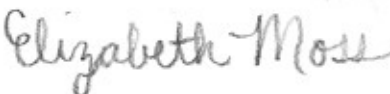
Recently I bought an eight-pack of your markers, and I was very disappointed. The first time I used the markers, they leaked all over me, my clothes, and my brand-new bedspread. I tried to get the stains out, but the markers were not "washable," as claimed on your package.

The body should clearly state the purpose for the letter at the beginning and end with a concise explanation of what is wanted.

All of this has become quite costly for me. Please send me a reimbursement for my damaged items. I have enclosed the sales receipts for the items that were ruined by your markers. I would like a refund for the markers as well. The total due me is \$145.99.

The closing should use formal language like "Sincerely" or "Yours Truly" followed by a comma. Skip four spaces and then type or print your name. The four spaces leaves room for your signature.

Yours truly,


Elizabeth Moss

*Maintain consistent margins, usually one inch.

*In block format every line begins on the left margin - do NOT indent anything.

*Paragraphs are indicated by leaving a space between.

*Separate all letter elements with an extra space.