You notice in going through the pile of papers, it looks like there are some thank you letters that need to be written and some letters to people who are behind on their payments. You know that you have to use the correct format, so you start your research:

Answer the following questions about business letters by clicking on the links shown. Type the answers to each question **directly behind the question**.

You aren’t really sure how to write a business thank you so you find this great site:

[Thank You Letters](http://www.buzzle.com/articles/writing-a-business-thank-you-letter.html)

What is the purpose of a thank you letter?

What are some of the reasons you would write a thank you letter?

Okay now you know how to write a thank you letter but under what conditions do you write a business letter?

[Business Letters](http://smallbusiness.chron.com/purposes-business-letters-3067.html)

Identify and explain the purpose of the business letters mentioned at this website.

Wow! There are a lot of things to know. I wonder if there are any sample business letters out there.

Name and explain the purpose of 5 of the business letters listed [here](http://www.4hb.com/letters/).

How could this site save you time?

Okay…now you have an idea of what supposed to be done but you don’t know the basics really. These sites might help:

[Parts of a business letter](http://owl.english.purdue.edu/owl/resource/653/01/)

Identify and explain each part of a business letter?

Identify and explain the different letter styles.

You’re feeling confused now….how are you supposed to sound in a letter? Read about the “tone” of a business letter [here.](http://owl.english.purdue.edu/owl/resource/652/1/)

What are the six guidelines for the tone of a business letter?

You notice one of the letters you need to send is a [sales pitch](http://owl.english.purdue.edu/owl/resource/655/1/).

What are the guidelines for writing a sales letter?

Well you’re feeling like you can do this….but wait…there are more things to consider. Go [here](http://www.savvy-business-correspondence.com/TypesBusinessCorrespondence.html) for help.

What kind of paper do you use?

What kind of font?

How are letters supposed to be folder?

What is the standard business envelope to be used?

You also noticed there was some note saying to send a memo to someone. A memo????? Yes a memo. [Go here](http://owl.english.purdue.edu/owl/resource/590/1/) and then explain the difference between a memo and a letter.

What is the basic [format](http://owl.english.purdue.edu/owl/resource/590/02/)?

You notice that the heading is totally different – what does it look like (notice the Labels are in caps) and the data is indented equally and in sentence case.

Oh no….there’s a note to send an email to a supplier. That’s business correspondence? Yes it is and here’s a [site](http://www.savvy-business-correspondence.com/EmailBasics.html) that can help.

Is it appropriate to start all emails with “hi?” What determines how you start an email?

What is the purpose of BCC?

Here are some email etiquette [considerations.](http://sethgodin.typepad.com/seths_blog/2008/06/email-checklist.html) If that site is blocked, [try here](http://www.savvy-business-correspondence.com/EmailEtiquette.html). What are the important points of email etiquette?

Save this document and send it to me.

So, you’ve done your research….now get started. Go back to the web quest to keep going!