



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

SUBJECT: INFORMATION PROCESSING

LEVEL: N5

MODULE 2: BUSINESS LETTER

MODULE 2: BUSINESS LETTER

BUSINESS LETTER ON A LETTERHEAD

- When preparing a business letter use the following guidelines for the best results:
- Set the right margins.
- Type the “REFERENCE” at the left margin;
- Type “ATTENTION” at the left margin;
- Type the DATE at the left margin; and
- Type the RECIPIENT’S ADDRESS in single line spacing.

MODULE 2: BUSINESS LETTER

BUSINESS LETTER ON A LETTERHEAD (CONT).

- Type the SALUTATION as given;
- Type the correct CONTENT HEADING as given;
- Type and display the content of the letter in proper style; and
- Type and display the closure of the letter in proper style.

MODULE 2: BUSINESS LETTER

HOW TO DETERMINE THE TOP MARGIN WHEN PRINTING ON A LETTERHEAD

- Characteristics of a business letter:
- A business letter is typed on a letterhead.
- Margins should not be smaller than 2.5 cm / 1.0”.
- Businesses usually have their own set of rules according to which a letter should be typed.
- This letter must be signed by the person who writes the letter.

MODULE 2: BUSINESS LETTER

PREPARING AND PRINTING ENVELOPES IN WORD 2010

- Create and print a single envelope by following the simple steps below:
- Click on the Mailings tab.
- Click on Envelopes in the Create commands - the Envelopes and Labels Dialogue box should appear (see diagram to the top right).
- Key in the correct Delivery address and Return address.

MODULE 2: BUSINESS LETTER

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MODULE 2: BUSINESS LETTER

ESSENTIAL INFORMATION FOR ADDRESSING ENVELOPES FOR LAND MAIL

- All that is necessary is the street or post box address, the name of the post office, postal agency or mail collection point and the correct postcode.
- The only exception to this is international mail where the country's name must appear on the last line of the address.
- The postcode should appear directly below the name of the post office, suburb, town or city.

MODULE 2: BUSINESS LETTER

ESSENTIAL INFORMATION FOR ADDRESSING ENVELOPES FOR LAND MAIL (CONT)

- Make sure that the address is legible.
- The name of the town or city must preferably be in capital letters.
- The name of the town or city can be in bold print.
- Ensure to provide a postal code.
- Preferably, have a return address on the back of the envelope.

MODULE 2: BUSINESS LETTER

correct format of a business letter

BUSINESS LETTER – EXAMPLE

P. O. Box 498
Tel. no.: (015) 307 4438
Fax: no.: (015) 307 4439

101 Claude Wheatley Street
TZANEEN
0850

4 November 2010 (date is typed in full with ascending order)

Mr J.D. Mohale (leave only one letter space open after initials)

Private Bag x401

TZANEEN (name of city or town in small letter)

0850

Dear Mr Mohale

RULES CONCERNING BUSINESS LETTERS (subject heading always in upper case)

MODULE 2: BUSINESS LETTER

BUSINESS LETTER – EXAMPLE (continued)

2 (number page top left)

The rules concerning business letter are as follows:

1. ADDRESS

U/C

type the name of the town in capital letter

2. Paragraphs

U/C

2.1 main paragraph

ital

type main heading paragraph in upper case

MODULE 2: BUSINESS LETTER

BUSINESS LETTER – EXAMPLE (continued)

3

ital

2.2 sub paragraph

Students must display the conclusion correctly

Yours faithfully (conclusion)

4or 5 line spacing

R. MALULEKE
MANAGER

Enclosure

RM/ls (initials of writer and typist - the typist is lorrein smith)