

# 2 CORRESPONDENCE

## UNIT 1: GENERAL LAYOUT OF A BUSINESS LETTER WITH A TEAR-OFF SLIP AND/OR TABLE

### OUTCOMES

Learners must be able to do the following at the end of this chapter:

- ↪ Demonstrate that he/she knows and can apply the general layout of a business letter, an official letter and a circular letter.
- ↪ Have the skills to create their own letterhead by making use of different letter fonts, letter sizes as well as pictures/symbols/graphics and to retrieve a letterhead.
- ↪ Indicate a tear-off slip with a scissors symbol.
- > Insertion of a dotted line or solid line where the tear-off slip begins.
- ↪ Key in a letter with information in a table as well as a letter with a quotation.
- ↪ Key in a letter on a A4- and A5-size paper.
- ↪ Interpretation and application of manuscript signs and instructions.
- ↪ To address a DL- and C6-envelope.

### 1.1 GENERAL LAYOUT

#### Main heading (1)

- This is usually the name of the company and is keyed in in capitals/fancy letters (such as WordArt).

#### The postal address of the sender (2)

- Telephone, fax, cell phone, postal box number and e-mail address can be aligned at the left-hand margin. There is no specific order – key in as given. It can be located anywhere in a letterhead.

#### The home address/street address of the sender (3)

- Align at 11.25 cm (4.5") from the left edge of the page/paper.
- Name of town/city in capitals.
- Postal code is on its own on the last address line, below the town/city.
- In a letterhead – located where you think it suits best.

#### The particulars of the sender (4)

#### Reference (5)

- Can be part of the postal address or one open line after it; place as instructed by the manuscript sign or follow copy.
- Can be included in retrieved/designed letterheads.