

**Letterhead:** Must be clear and concise. As a minimum this area must contain your Company name and Logo. Make sure it is embedded in the Header area. Simply double click at the top of the page to open the Header settings.



Letter ref: MG/CN100/001

**Reference:** Font size 8pt. The letter reference should start with the writer's initials followed by the affected job/contract/department number, followed by the next sequential letter no.

01 January 2010

**Date:** Font size 11pt. Type out the month as a word to avoid date formatting confusions

**ABC CONTRACTORS (PTY) LTD.**

PO Box 100,  
Cape Town,  
8000

**Address:** Font size 11pt. Type out the company name in Capitals and highlight in **Bold** followed by the postal address.

Dear Sir / Madam,  
Dear Mr Johnson,

**Salutation:** If you do not know the name of the person you are writing to, use Dear Sir / Madam. It is always advisable to try to find out a name. If you know the name, use the title (Mr, Mrs, Miss or Ms, Dr, etc.) and the surname only.

**CONTRACT/JOB NAME OR TITLE**  
**SUBJECT OF LETTER**

**HEADING:** Font size 11pt. The heading must always be in capitals and in **bold** with a clear separation from contract / job name and the subject of the letter.

The first paragraph should be short and state the purpose of the letter -> to make an enquiry, complain, request something, etc.

The paragraph or paragraphs in the middle of the letter should contain the relevant information behind the writing of the letter. Most letters in English are not very long, so keep the information to the essentials and concentrate on organising it in a clear and logical manner rather than expanding too much.

The last paragraph of a formal letter should state what action you expect the recipient to take -> to refund, send you information, etc.

### 1) Yours Faithfully,

If you do not know the name of the person, end the letter this way.

### 2) Yours Sincerely,

If you know the name of the person, end the letter this way.

### 3) Your signature

Sign your name, then print it underneath the signature, followed by your title/position.

John Doe

**MANAGING DIRECTOR**

Cc: A.N Other (Accounts)

**Carbon copy:** Font size 8pt. When you send a copy of a letter to more than one person, you use this abbreviation to let them know

**FOOTER:** Font size 9pt. This section should contain the following; Business registration numbers | VAT number | Directors | Contact details  
Double Click the bottom of your page to access the footer settings area.