

Guidelines for clear letter writing

- 1 Greet the recipient warmly but correctly.
- 2 First establish the purpose of your communication.
- 3 Use bullet points for action points or points for consideration.
- 4 Explain further details of the situation concisely.
- 5 Display any instructions or directions clearly on the page.
- 6 Highlight the next steps.
- 7 End the letter by showing appreciation.

Dear Bill,

Thank you very much for your recent email expressing your concerns about the new supplier delivery scheduling system. Here is an update of where we are with it and some reassurances for the future.

- The system is in its testing phase from 11 April to 10 May. Thereafter, we aim to use feedback such as yours to iron out any glitches.
- The full working version will be up and running from 21 May.
- The system is already being used successfully by several of our competitors.

If you would like to be more closely involved in discussions around its development, you would be most welcome to join us at our supplier event at:

11 a.m. Wed February 22: Jackson Conference Centre

If you are not able to attend, please do not hesitate to contact me at any time by phone or email with your ideas or suggestions.

In the meantime, thank you once again for your comments.

Best regards

Michael