**Business Letters Listening Guide**

Instructions: Fill in each blank with the correct word (1 Point Per Blank—25 Points Total).

1. Business letters are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ letters, as they help businesses communicate with eachother and with their customers

2. The two main styles of business letters are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and modified block. We will be studying full block letters.

**Parts of a Full Block Letter**

3. A full block letter contains a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, inside address, salutation,

body, signature block, typists initials, and enclosure notification.

4. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is used to indicate when the letter was written. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ space after the date line.

5. The inside \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the address of the person to whom the letter is written. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ space after the inside address.

6. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the greeting line of the letter. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ space after the salutation.

7. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is used to relay information. Paragraphs are \_\_\_\_\_\_\_\_\_\_\_\_\_ spaced and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ spacing is used between paragraphs.

8. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is used to close the letter and contains two parts, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ close and writer’s name.

9. The complimentary close should be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Examples include cordially yours and sincerely. You should \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ space after the complimentary close.

10. The writer’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is typed after the complimentary close. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ space after the writer’s name.

11. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ initials follow the writer’s name. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ space after the typist’s initials.

12. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ indicates that there are other documents enclosed with the letter. If there are no other documents enclosed with the letter, an enclosure notification is not needed.

13. All letter parts are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ aligned.

14. The page is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from top to bottom.

15. No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is used after the salutation and complimentary close (this is called open punctuation).

16. The letter is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by the writer between the complimentary close and the writer’s name.