

LETTERS

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INTRODUCTION

Definition: A letter consists of a written correspondence or information which is sent to officially communicate a message / idea /opinion / view point to an individual, group or organization with the name and address of recipient / addressee.

PURPOSE OF A LETTER

- To provide information, ask for information, answer a complaint, give notice or warning, admit a mistake, ask for a favour, push for a claim, serve as a substitute for personal conversation, etc.
- A letter enables an official in an organization to determine what is considered necessary/ relevant to communicate and avoid what is not required or needed.

PURPOSE OF A LETTER (cont.)

- A letter may not be as friendly as a face-to-face communication and conversation but has the advantage of allowing the writer to gather facts and phrase the message better and in official language.
- Letters should normally receive a reply or a feedback.

CONTENT OF A LETTER

- A letter should have a heading and a complete and specific message.
- A letter should have an opening, which is more courteous to make recipients accommodate its content.
- The opening of a letter should usually contain information to explain what it is about.

FORMAT OF A LETTER

- All official letter should be on an organizational letter-head. This is a generally accepted rule.
- The name, address logo, etc should appear on the letter-head.
- Letters should always be typed-written and normally be single-spaced except otherwise specified and paragraphed as well.
- Letters should usually be one page and not more than two or three pages (so that it does not become of a report).

FORMAT OF A LETTER (cont.)

- Salutation should be official except receiver is personally known.
- Official name/designation of recipient and address should be indicated.
- Close the letter with yours sincerely, faithfully, etc as may be the vogue/trend.
- End with your name official position and signature and if acting for someone, specify as the case may be –viz –for Hon-Minister, Chief Director, Manager etc.

THANK YOU

