

CORRESPONDENCE SKILL: BUSINESS LETTER AND EMAIL HANDLING

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Abstrak

In the business world, correspondence is important. Internal and external communication will be effective if the letter is written using good and correct language. In relation to external communication, the figure of the letter itself embodies the company's image on paper. Besides a distinctive patterned logo, a carefully planned and carefully written letter reflects the company's pride, pride and concern for high quality. The style of correspondence in the business world is not static.

Keywords: correspondence. business letter, email

1. INTRODUCTION

A business letter is a type of letter that has a function as a written communication tool to convey various business goals and the world of work. The goals also vary from statements, agreements, invitations, information, and much more. Commonly this business letter is made by a company and sent by another company, both to clients and stakeholders. In addition, business letters can also be used by individuals for correspondence and show professionalism in the world of work and business, according to their individual needs. One of the benefits of a business letter is its ability to strengthen relationships with other companies or even stakeholders, such as companies or clients. Another benefit is to maintain good relations with customers. Even though business letters can actually be sent via e-mail, it's not uncommon for companies to write them down on a very important piece of paper. A business letter is also used when someone asks for work references from the party concerned and applies for a job.

Meanwhile, letters are written information in the form of sheets of paper as well as those in electronic media that one wishes to convey parties to other parties, both individuals and organizations/offices. It may be contained notifications, questions, requests, statements, reports, alerts, and so on. The letter must be managed properly based on the provisions set by an office; how it can be arranged properly, no damaged/lost, and the delivery is right to the field entitled to handling further mail. The speed of handling / managing mail has a very important role for every office, especially for offices that receive a lot of mail every day. Therefore, the understanding of

business writing is really needed. In this article the writer will explore the business correspondence in detail including letterhead, letter number, destination address, letter content and closing.

2. METHOD

Letterhead

The top part of the letter is the letterhead which contains information regarding the name, logo, identity and office address of the letter sending institution. The function of the letterhead is also important as a media promotion from the sending institution or organization. The letterhead section usually consists of the following:

- Institution name
- Institutional logo/symbol
- Institution address
- Institutional telephone number
- Postal and fax code of the institution (if any)
- Institutional email address and website (if any)

Place and Date of Letter

The next part of the letter is the place and date of the letter. Inclusion of the place and date of the letter aims to provide information about when and from where the letter was sent. The place of the letter is sometimes not listed again if it has been written on the agency address on the letterhead, although sometimes it is also listed again. While the date of the letter is written according to the time the letter was sent. The way to write the place and date of the letter starts with the district/city followed by the date, then the month and year.

Example of writing the place of the date of the letter:

Surabaya, 26 September 2018

Jakarta, 5 January 2019

Medan, 13 August 2015

Reference number

In official letters there is always a letter number listed. The numbering of this letter is carried out by an official letter sent by an official and registered institution, agency, company or organization. The use of letter numbers usually includes the serial number of letter writing, letter code, date, month and year of letter writing. The function of the letter number is to facilitate the arrangement and storage of letters and to find out the number of letters issued by an institution. The placement of letter numbers is adjusted to the form and writing system. The letter number can be

placed on the topleft of the paper for related letters and canalso be placed under the title for titled letters.

Example of writing a letter number:

045/PYK/01/08/2022

127/PNB/X/2023

Included Attachments

In some letters there are also attachments included. The attachment section is an explanation that provides information such as files or other related documents. If it no file or document attached, just omitted attachment section and write a hyphen or minus sign. The attachment can be written withthe number of sheets, copies or enough files in the form of letters. If more than ten then write in numeric form.

Subject/Regarding

The following parts of a formal letter are the matters or subjects. The function of the subject matter section of the letter is to provide guidance to the reader regarding the interests and main contents of the letter. In short, the thing or subject is almost the same as the title in the letter. The procedure for writing things or subjects is not written in all capital letters, but only in the first letter of the main word. At the end of the matter or subject also do not need to be given a period.

Destination address

The destination address is also a part of the letter, namely the address to which theletter is sent. There are two written destination addresses, namely the outer address which is written on the cover of the letter and the inner address which is written on the inside of the letter paper. The address on the cover must be written in full, while on the inside, the address of the destination may only be written in part. Usually, it is also addressed to the person or agency it is intended for and uses words such as 'Mr/Mrs' or 'Dear.' Things to consider when writing the address of the letter's destination:

- *It can be used the word Dear (abbreviation for honorable) to honor the party to whom theletter is sent, which can be a boss, co-worker,colleague or friend.*
- *Can use the title of Mr., Mrs. or Mr. followed by the name of the person being addressed.*
- *There is no need to put a full stop at the endof each line, except for abbreviations.*
- *It is advisable to include a postal code to make it easier to send the letter to the addressee.*

Example of writing the destination address of the letter:

Dear Director of PT Maju JayaJalan Airlangga No. 15 Surabaya

Dear Mr Sukamto

Principal of SMA 1 Malang Jalan Arlita No. 26

Malang Regency

Greetings

The next part of the letter is the greeting section. The function of the greeting is to open the conversation in a letter according to polite manners. Greetings begin with a capital letter and end with a comma. Example of greeting:

Yours faithfully,

Assalamualaikum wr. wb,

Good morning,

Content of letter

This section is the core part of the letter, namely the contents of the letter. The contents of the letter contain anything that needs to be conveyed by the sender to the intended person or institution. Like the form of essay in general, the body of the letter consists of 3 parts, namely the opening section, the core part and the closing part. The opening part of the contents of the letter contains an introduction for the reader to find out the contents and news that will be conveyed by the sender of the letter. The main problem or news has been stated in this opening section and will be further explained in the main section. The core part of the contents of the letter contains the main intent and purpose of sending the letter. The purpose of sending a letter is stated in a clear, concise and concise manner in the main part so that the message of the letter can be conveyed to the reader.

The closing part of the contents of the letter contains confirmation and conclusions from the contents of the letter as a whole. In addition, closing can also contain hopes or thanks to the reader for conveying the message. The closing part is an affirmation, conclusion, hope, or thanks. Thus, the closing section marks that the main description to be conveyed by letter has been completed. The closing section should be short, firm, and not need to overly mince words.

Closing

The closing salutation is at the end of the letter. Closing greetings are used as final greetings to add politeness in sending messages, although they don't have to be. It begins with a capital letter and ends with a comma. Example of a closing salutation:

Best regards,

Wassalamualaikum wr. wb, Thank you,

Sender's name and signature

At the bottom of the letter, there must be the sender's name and signature. The name listed is the full name or full name of the sender or the person responsible for sending the letter. In addition, the signature of the sender is also affixed.

Copy

The copy is part of the letter that shows the party or other person who is also entitled to receive the letter. Even so, not all letters have a copy.

So, those are the references to the parts of the official letter and their meanings along with their full explanation. In the letter writing rules, there are several formal letter formats and structures that must be met, although not all parts of the letter must be present, especially for informal letters.

3. RESULTS AND DISCUSSION

Procedures for Writing Proper and Professional Emails

This time, let's start from the body of the email itself. There are several things that we should pay attention to. Here's the review.

1. Greetings

Even though "Assalamualaikum" is a good greeting, it doesn't mean it's appropriate to use it when writing emails. Because basically, correspondence via e-mail is quite general.

Here are examples of recommended greetings.

Dear.

Mr/Ms xxx (or Dr. xxx / Mr/Ms. xxx) in place

Yours faithfully, (e-mail content)

If referring to a position, it should be written, Dear.

Mr/Ms Lead (or Chairman etc.)

PT. xxx in place

Yours faithfully, (e-mail content)

If referring to the admin of an institution, you can use the following format.

Dear.

Division xxx staff

PT. xxx (or organization name) in place

Yours faithfully, (e-mail content)

As far as I know, and do, writing greetings in English is simpler. It is enough to use what is written in the examples below.

Dear Prof. xxx (or Mr./Ms. xxx), (e-mail content)

If referring to the admin of an institution, you can use the format below.

Dear Administrator (Staff)

University of xxx (or company name) (e-mail content)

2. Fill in the Email

In writing the contents of the email, you must use standard language and try to follow the Enhanced Spelling. However, if we don't know much about which language is suitable for EYD, we can write polite words, really. However, there are also some things that need attention. Here's the review:

a. Self-introduction

First, of course, if this is the first time we are sending an email to the addressee, then introduce yourself briefly, no need to beat around the bush. The following example can be adapted, you know.

I (full name), a student at X University Y faculty, got contact with Mr/Mrs from xxx. My intent and purpose is to send this e-mail to xxx.

Or in English, it can also be written with the following example.

First of all, I would like to introduce myself. I am xxx from the University of xxx. I am hereby would like to xxx about xxx.

b. Capital letters, punctuation marks, spaces

It is very important for us to go back to double-check the emails we write. Pay attention to capital letters. Here are two examples of comparing bad and good email body writing.

Poor email:

I want to ask about the program payment. Where do I have to pay. How much money. Thank you.

Really, I'm not lying, which is like this I often come across.

Strong email:

My intent and purpose in writing this e-mail is to ask questions related to the program being run. Where should I pay and how much value should I pay?

Thank you for your attention.

It does seem boring to write the standard email format as above, but sometimes, the success or failure of something actually starts with trivial things like this, you know.

c. Attachment

Description in the contents of the email should not be too much. If it contains a permit or request for something, it would be better if we formatted the letter and attached it separately. So we can follow such of this format:

We from Radio PPI Japan would like to apply for permission to cover the event which will take place at the Indonesian Embassy in Tokyo. Together with this letter, we attach a license from the Japanese PPI Radio secretariat.

3. Closing remarks

Closing greetings will usually end with the signature of the sender. However, sometimes there are those who just end with "Sent from my iPhone". This is improper in closing writing, we should write it with the clear sender's name.

Here's a recommended example.

For your attention, I (we) thank you. Sincerely

Anggara Seto Dimas HR staff

PT. Maxima Security

(may be filled with the official address or contact of the institution further below) Thank you very much.

Yours sincerely, Anggara Seto Dimas

Student of the Department of Data Mining, Faculty of Engineering

University of Oxford

There are several closing greetings in English that we can use, including the following:

- Yours sincerely
- Sincerely yours
- Best Regards
- Regards
- With Best
- Best

Please don't use sentences like "Cute Regards", this is really not good.

4. Email Subject

To write an email subject, it is strictly forbidden to use sentences like this:

- Fixed task
- Bismillah get money
- Bismillah translucent

It's better if we write in clear and detailed standard sentences that describe something that is our main goal. Examples as follows.

- Program rewards
- Homestay Program
- Scholarship to XX University
- Task Appendix XX

5. Attachment Name

Please return to pay attention to the naming of the attachments to be sent. Don't write the name of the attachment like "Bismillah get money".

Instead of that, it's better if the document is named as below:

- Assignment XXX (SD Budget)
- Living Room Design
- Permit Application Letter
- Appendix 1, etc

6. Email Name

In this digital era, it's still find the person who send official emails with email addresses that are considered unprofessional, like the example below.

- kwesdotenigameni@gmail.com
- ezz_sobz@gmail.com
- muh_chayank_kamu@gmail.com

It's better if we create a special email for official purposes using the full name and possible combinations. Like the example below.

- anggara.seto@gmail.com
- anggara.seto715@gmail.com
- a.seto.dimas@gmail.com
- a.seto.dimas.2214@gmail.com

The use of variant numbers will not reduce the value of professionalism at all. Just don't mention 4ko3_5ay4nk@gmail.com, anyway.

4. CONCLUSION

Correspondents are divided into 2, namely, External Correspondence it is a correspondence related with outsiders. And Internal Correspondence which means correspondence related to people in that office, including the relationship between the head office and branch offices.

Correspondence in business has the following roles, creating good and clear letters, creating good cooperation, and disseminating activities. In general, the parties involved in correspondence activities are Correspondents (i.e. people or persons or parties who send letters and or who crafty letters), Editors (i.e. people who compile letter manuscripts), Secretaries (i.e. people who assist leaders in correspondence activities), Typist (i.e. a person who helps produce letters), Register (i.e. a person who carries out administrative or administrative activities of letters which includes assigning letter numbers, recording outgoing and incoming letters, and handling filing of letters (filing system) and Courier (i.e. the person or party delivering the letter to the recipient). This article hopefully can give the insight how to write the business writing, specifically email writing.

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