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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 499-502) and index.
Nota di contenuto	Planning the letter -- Components of an effective letter -- Structure : the parts of a letter -- Appearance of the letter -- Grammar -- Word processing -- Sales, marketing, and public relations letters -- Customer service letters -- Credit and collection letters -- Letters to vendors and suppliers -- Personnel letters -- Transmittal letters -- Confirmation letters -- Request letters -- Replies -- Permissions letters -- Social, personal, and miscellaneous letters.
Sommario/riassunto	More than 365 pre-typed, ready-to-use business letter for all occasions!