

1. Record Nr.	UNINA9910791413403321
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Titolo	Business communication [[electronic resource] /] / Urmila Rai, S.M. Rai
Pubbl/distr/stampa	Mumbai, : Himalaya Pub. House, 2010
ISBN	1-282-81324-2 9786612813245 1-4416-7582-5
Descrizione fisica	1 online resource (231 p.)
Altri autori (Persone)	RaiS. M
Disciplina	651.74
Soggetti	Business education Communication in management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	unit 1. Business letters -- unit 2. Letters related to accounts -- unit 3. Purchase -- unit 4. Business letters.
Sommario/riassunto	UNIT 1BUSINESS LETTERSParts and Layout of a business Letter Essentials of Effective Letter Writing UNIT 2LETTERS RELATED TO ACCOUNTSCollection LettersCorrespondence with Banks Insurance Letters Letters to Public AuthoritiesUNIT 3PURCHASERequests for Quotations and Replies Orders and Replies Complaints Adjustment LettersUNIT 4BUSINESS LETTERSSales Letters Circulars Status Enquiries.