



INTERMEDIATE Business Letter

Clerk: Front Desk

Hiro : Hello. This is Hiro Kobayashi inRoom 22B

Clerk: Yes, sir. What can I do for you?

Hiro : Could you give me a wake up call in the morning?

Clerk: Yes, sir. What time?

Hiro : Seven o`clock. please

Clerk: Alright, Seven o`clock. Goodnight , Sir. Oh, one more thing.

Clerk: What`s that , Sir.

Hiro : I want to make an international call. I want to call Japan

Clerk: One moment , sir. I`ll connect you to the operator.

Vocabulary	Meaning
salutation	greeting in a letter (e.g. "Dear Mr Jones")
sensitive information	content in a letter that may cause the receiver to feel upset
semi-block format	paragraphs are indented, not left-justified
sincerely	term used before a name when formally closing a letter
single spaced	format where no blank lines are left in-between lines of text
spacing	blank area between words or lines of text
tone	the feeling of the language (e.g. serious, enthusiastic)
transitions	words or phrases used to make a letter flow naturally (e.g. "furthermore", "on the other hand")

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Vocabulary	Meaning
informal	casual
inside address	recipient's mailing information
Justified margins	straight and even text, always begins at the same place
letterhead	specialized paper with a (company) logo or name printed at the top
logo	symbol or image that identifies a specific organization
margin	a blank space that borders the edge of the text
Memorandum (memo)	document sent within a company (internal), presented in short form
modified block format	left justified as block format, but date and closing are centered
on arrival notation	notice to recipient that appears on an envelope (e.g. "confidential")
postage	the cost of sending a letter through the Post Office
proofread	read through a finished document to check for mistakes
punctuation	marks used within or after sentences and phrases (e.g. periods, commas)
Reader-friendly	the person who receives the letter
recipient	the person who receives the letter
right ragged	format in which text on the right side of the document ends at slightly different points (not justified)

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Vocabulary	Meaning
attachment	extra document or image that is added to an email
block format	most common business letter format, single spaced, all paragraphs begin at the left margin
body	the content of the letter; between the salutation and signature
bullets	small dark dots used to set off items in an unnumbered list
certified mail	important letters that sender pays extra postage for in order to receive a notice of receipt
coherent	logical; easy to understand
concise	gets to the point quickly
confidential, personal	private
diplomacy, diplomatic	demonstrating consideration and kindness
direct mail, junk mail	marketing letters addressed to a large audience
double space	format where one blank line is left between lines of text
enclosure	extra document or image included with a letter
formal	the set up or organization of a document
heading	a word or phrase that indicates what the text below will be about
indent	extra spaces (usually 5) at the beginning of a paragraph