

DIKTAT BAHAN PENGAJARAN MATA KULIAH
INTREPERTATION OF BUSINESS
COMMUNICATION



Disusun oleh:

Dra. Rahmi Dipayanti Andayani, M.Pd.

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PRODI PENDIDIKAN BAHASA INGGRIS

FAKULTAS BAHASA DAN SENI
UNIVERSITAS NEGERI YOGYAKARTA



BUSINESS LETTERS

Dra. Rahmi Dipayanti Andayani, M.Pd.

Business letters should be:

- Brief
- Consize
- Clear
- Courteous
- Tactful

Process of writing business letters

1. focusing on your purpose for writing the letter
2. prepare an outline or plan
3. write a rough draft of the letter and allow a “cooling off” period before you revise it
4. revise the letter by arranging the details effectively and reworking sentences and paragraphs
5. check the mechanics of your writing and prepare the letter for mailing

Main sections of a letter

- The introduction consists of the heading (the sender's return address), date (the month, day, year on which the letter was prepared), inside address (the name and address of the receiver), salutation (a greeting like Dear Ms.).
- The body of the letter contains the message the writer needs to send.
- The conclusion consists of a complimentary closing (like Yours truly or Sincerely) signature (sender's name written in pen).

Parts of business letter

1. Letterhead or Heading

Kepala surat

2. Date

Tanggal

3. File Number (optional)

Nomor surat

4. Confidential (optional)

Pernyataan rahasia

5. Inside Address

Alamat di dalam surat

6. Attention Line (optional)

Frasa meminta perhatian

7. Salutation (optional)

Pembukaan

Parts of business letter

- | | |
|-------------------------------------|----------------------------------|
| 8. Subject Line (optional) | Topik surat |
| 9. Body of the Letter | Isi surat |
| 10. Complimentary Close (optional) | Penutup |
| 11. Signature | Tanda tangan |
| 12. Added Information (optional) | Tambahan informasi |
| 13. Postscript (optional) | N.B. (nota bene) |
| 14. Mailing Instructions (optional) | Instruksi dalam surat – menyurat |

Letterhead

- Most business letters originating from a firm are written on the firm's letterhead. If you are writing a personal business letter or your firm does not use letterhead, then you need to include your firm's address in the heading.

Date

- When you are using a heading instead of letterhead, place the date on the first line and the address on the subsequent lines as follows:

September 9, 20XX

359 Longview Road

Mt. Vernon, IL 65676

- This should be the date the letter is written. Be sure to write out the month and to include both the date and year for adequate reference.

File Number

- On occasion, you may wish to include the file number of the project, case or order that the letter refers to. The file number should be physically separated from the date by two spaces and from the part that follows (Confidential or Inside Address) by two spaces.

Confidential

- Use this word when the person to whom the letter is addressed is the only one who should read the letter. Physically separate the word from the rest of the letter by two lines. To assure confidentiality, include the word “Confidential” on the envelope.

Inside Address

- This should include the name of the person you are writing, the person's title (if available), the name of the firm and the firm's address.
- The standard dateline in the U.S. is month/day/year: (March 15, 20XX).
- In Europe, however, the most widely used format is day/month/year: (15 March 20XX).

Attention Line

- This is used when you do not know the name of the person you are writing and the letter is addressed to the firm. For example, the attention line may say, "Attention: Head of Accounting." It may also be used when you know the name of the person you are writing but are unsure of the title. The attention line may say, "Attention: Customer Service," thus indicating to the person receiving the letter that the letter also needs to be routed to the customer service department. Another way of doing this is to use the attention line and send copies of the letter to the appropriate department.

Salutation

- Dear Sir:
- Dear Madam: (may be followed by title, such as Dear Madam Chairperson:)
- Gentlemen:
- Ladies:
- Dear Mr. Bryan:
- Dear Ms. Gray:
- Ladies and Gentlemen:
- Dear Personnel Director: (a gender-free title)
- To Whom It May Concern: or TO WHOM IT MAY CONCERN: (use this form as a last resort)

Subject Line

- The subject line is most commonly used in the Simplified Letter. It announces the subject of the letter and provides a summary of your intent.

Body of the Letter

- This is where you make requests, provide information or reasons or reply to someone. It is the main part of the business letter.

Complimentary Close

- Very truly yours,
- Respectfully,
- Sincerely yours,
- Cordially,
- Sincerely,

Additional Information

- If needed, this consists of the sender's initials in capital letters followed by a colon, followed by the typist's initials in small letters. You may also find the abbreviations "Enc." for enclosure and "cc:" or "xc:" for copies sent, followed by names of persons receiving the copies.

Postscript

- The “P.S.” highlights additional information that might have been placed in the letter but for some reason was not. Often used in sales, promotional or personal letters, the postscript can emphasize a request for action or consideration. It is often the first thing the recipient reads. Use it to entice or motivate your reader. Postscripts are especially effective in sales or form letters.

Mailing Instructions

- Use these to give the reader deadlines or pertinent information on mailing a reply. As you look through the major formats in Chapter 3, it's obvious that many of the parts listed above are not necessarily used in routine business correspondence. However, it helps to be aware of all of them in case you need to use any of them.

Format of business letters

- Block
- Modified Block
- Modified Semi-Block
- Simplified
- Hanging Indented

Extension

Personal or Confidential notation: used to indicate that only the person addressed should read it.

- placed below the date
- at the left margin
- all letters capitalized or initial capitals and underlined

Attention line: ATTENTION:, ATTN:, Attention: directs letter to a specific individual within a company

- between inside address and salutation

Subject line Subject:, Re:

- states general subject so reader can locate previous correspondence
- placed above or below the salutation

Extension

Typists initials: ABJ/pt

- identifies who typed the letter if different from the writer
- writer's initials first in capitals: ABJ
- typist's initials second in lower case letters: pt
- slash (/)separates the two parts
- placed below signature line

Enclosure notation: Enclosure: Enclosures (3): Encl.:

- indicates items enclosed with letter
- often names items specifically
- placed after typist's initials

Extension

Copy notation cc: c. copy to:

- placed after the enclosure notation
- includes list of people to whom an exact copy is being sent

Blind carbon copy bcc

- used when recipient must not know that copies have been sent to others
- never appears on original letter, only on copies
- typed on top left corner of copies of original

Extension

Post script PS:

- used to add forgotten material
- sometimes done intentionally to get reader's attention
- may be handwritten
- placed after all other items



LETTER FOR PARTNERSHIP

Dra. Rahmi Dipayanti Andayani, M.Pd.

Parts of the letter

- Writer's address and date
- Greetings
- Current challenges/condition faced by the institution
- Solution to the problem and partnership offer
- Closing (contact information)
- Thanking
- Salutation and signature

Tips

- Write brief introduction about your institution and its current status in the initial paragraph of the proposal letter.
- Provide current challenges facing by the institution and significant counteracts proposed for these challenges. Reader should get good level of understanding about your institution.
- Come up with the profile solution for your institution and propose what exactly in your mind with more serenity.
- You have to list out the possible benefits through proposed solution. These benefits should be purely practical and realistic.
- Conclude the proposal with a positive note and offer ample time for the reader to take a decision.

Example



University of Pennsylvania School of Medicine
University of Pennsylvania Health System

Kimberly F. V. Grube
Senior Director of Development
Office of Development and Alumni Relations

December 2007

Dear Friends,

As the Senior Director of Development for the University of Pennsylvania Health System, I am pleased to inform you of an important fundraising initiative supporting breast cancer vaccine research. As a breast cancer survivor, Ursula (Uschi) Keszler has recently partnered with PENN Medicine to raise funds to support the breast cancer vaccine research of Dr. Brian Czerniecki. Dr. Czerniecki is an Associate Professor of Surgery at the Hospital of the University of Pennsylvania, Co-director of the Rena Rowan Breast Center, and Surgical Director of the Immunotherapy Program at the Abramson Cancer Center. His most recent clinical trial involves investigating a potential vaccine as a possible standard for patients with these high risk breast lesions. Based on the positive results from phase I of the trial, Dr. Czerniecki plans to initiate a new trial using this vaccine to prevent recurrence in patients with DCIS treated with lumpectomy alone.

Uschi, in her quest to support research for breast cancer therapy programs that do not damage the immune system, has implemented her "Pennies in Action" Campaign. You might ask why Pennies in Action? Uschi hopes to allow everyone, young and old, rich and poor, those with health insurance, or those without, to have a sense of ownership in this research. The amount each person gives may be relatively insignificant, for a penny alone has little value, but many pennies make many dollars. The important message is that the act of giving does not need to be burdensome. Success in funding the research and the power to make a difference can come from just a few pennies if **everyone** takes part in a small way. A wise man once said that a big number multiplied by a small number is a big number!

We at PENN Medicine would like to applaud Ursula for her time and determination to support the advancement of immunotherapy in helping to treat, and possibly to prevent, breast cancer. We strongly encourage your support of her initiative. Hopefully, together, we can help make a difference in the lives of women today, as well as future generations, who could be impacted by the effects of this devastating disease.

Sincerely,

A handwritten signature in black ink that reads "Kim Grube".

Kim F. V. Grube
Senior Director of Development
University of Pennsylvania Health System



APPROVAL OR REJECTION IN LETTER OF PARTNERSHIP

Dra. Rahmi Dipayanti Andayani, M.Pd.

Parts of approval letter

- Greeting
- Approval confirmation
- Reasons for accepting the partnership and the terms and condition of the partnership
- Closing
- Salutation and signature

Parts of rejection letter

- Greeting
- Thanking for the offer
- Rejection confirmation and apologizing
- Thanking
- Closing
- Salutation and signature

Example



**NORTH CAROLINA BOARD OF EXAMINERS
FOR ENGINEERS AND SURVEYORS**

310 West Millbrook Road
Raleigh, North Carolina 27609

September 20, 2001

Mr. John Huang PE
PDHonline.org
2410 Dakota Lakes Drive
Herdon, VA 20171

Dear Sponsor :

This is to inform you that the North Carolina State Board of Examiners for Engineers and Surveyors has approved the application of PDHonline.org to serve as an *Approved Sponsor* of Continuing Professional Competency (CPC) activities for Professional Engineers and Surveyors licensed by the State of North Carolina.

Designation as an *Approved Sponsor* indicates recognition by the Board of Examiners of the CPC activities offered by PDHonline.org as meeting the required standards. **Activities must contain a clear purpose and objective and shall result in the maintenance, improvement, or the expansion of skills and knowledge relevant to a licensee's field of practice.** Professional Development Hours awarded **must equal actual contact time.** Activities offered by your organization shall be acceptable for PDH credit by the Board without scrutiny of individual course content.

You are reminded that, as part of your agreement with the Board, your organization shall:

- 1- Provide each attendee with documentation of attendance.
- 2- Submit quarterly reports to the Board which indicate the name of each course presented, the date and location held, the number of PDHs earned, and a roster of attendees that are licensed by this Board, **to include the Board-assigned license number of each attendee.** A Sample Report Form is enclosed.
- 3- You are also required to notify the Board in advance each time a seminar, workshop or other educational activity is scheduled.

The Board further reminds you that under the regulatory provisions of 21 NCAC 56.1700, sponsor status expires on the last day of the month of April following issuance or renewal. Annual renewal forms will be mailed each March to the address of record for the sponsor. I look forward to working with you and your organization in the future.

Sincerely,

Linda B. Peace
Supervisor, Continuing Education

Enclosure

Telephone
(919) 841-4000

FAX
(919) 841-4012

EMAIL Address
ncboard@ncbels.org

WEB Site
www.ncbels.org



EVENT CANCELLATION LETTER

Dra. Rahmi Dipayanti Andayani, M.Pd.

Parts of the letter

- Greeting
- The cancellation notification
- The reasons of cancellation
- Closing and apologizing
- Salutation and signature

Tips

- A Cancellation Letter should be written when the decision is absolutely final
- It should be given well in advance to give enough notice to the other party/parties
- The tone of the letter should be apologetic as your decision to cancel has caused inconvenience to the other person
- A Cancellation Letter should be brief and to the point
- It should give reasons why the cancellation is taking place to keep the channel of communication absolutely transparent

Useful expressions

When apologizing:

- I'm sorry about...
- I am sorry that...
- I'm very sorry about...
- I'm very sorry for...
- I apologize for...
- I apologize for the inconvenience.
- I apologize for any inconvenience caused
- Please forgive me for...
- I'd like to apologize for...
- Please accept my apologies.
- Please accept my sincere apologies. (very formal)

Useful expressions

When giving bad news:

- I am sorry to tell you that...
- I am afraid I have some bad news.
- I regret to inform you that...
- I regret to advise you that...

Useful expressions

When giving reasons:

- This is because...
- This is because of...
- This is due to...
- This is as a result of...
- This is owing to...

Example

April 29 2013

To: Downtown Merchants

● Rectangular Snip

I regret to inform you we were not able to secure the necessary elements and legal permits for the June 22nd, Bash on Broadway. Due to lack of community financial support, and failure to come to an agreement with the necessary permits, we must cancel the event. Lorain Growth Corporation will continue to promote our other summer activities downtown for 2013. Be sure to visit our website and view our new community calendar for all events downtown and in the city. Thank you for your support in this promotion and hopefully 2014 will allow us to introduce another new event downtown.

Jim Long/ President

Lorain Growth Corporation



COMPLAINT LETTER

Dra. Rahmi Dipayanti Andayani, M.Pd.

Parts of the letter:

- Writer's address and date
- Greeting
- Complaint
- Remedy request
- Closing (contact information)
- Thanking
- Salutation and signature

Tips

- Address your letter to the customer service department.
- Quickly get to the point of your letter. The very first line of your letter should clearly address why you are writing the letter and what your exact complaint is.
- State specifically what outcome or remedy will satisfy you. If you want a replacement, a refund, a repair, or some other form of compensation, state this clearly in your second paragraph.
- Attach copies of supporting documents. These may include receipts, guarantees, warranties, copies of checks you sent and, if appropriate, photos or videos.
- Give them a time limit to resolve the matter. It is helpful to provide an exact time period within which you would like the issue to be resolved.
- Finish the letter respectfully. Thank the recipient for their assistance, and let them know how and when they can reach you to resolve the matter.

Notes

Prepositions

- complain about + problem (a noun or noun phrase); e.g. 'I would like to complain about your services'.
- complain to + a person; e.g. 'I complained to the customer service representative'.
- complained of + a medical problem; e.g. 'He complained of not sleeping well'.
- complaint of + date the complaint was written; e.g. 'I received your complaint of 17 October 2013 '.
- complaint on + date the complaint was received; e.g. 'I received your complaint on 18 October 2013'.
- complained that + clause; e.g. 'He complained that we had not answered his e-mails'.

Example

BRUCE G. SILVERMAN

May 4, 2012

Mr. Guy Young
President and CEO
UNIWORLD BOUTIQUE RIVER CRUISE COLLECTION
17323 Ventura Blvd.
Encino, CA 91316

NOT A COMPLAINT LETTER

Dear Mr. Young:

I'm very upset with Uniworld.

A few years ago I wrote a book called *How to Complain for Fun and Profit*, a consumer guide to writing effective complaint letters. It's been quite successful; more than 20,000 copies have been sold. And obviously, I benefit from every sale.

So companies like yours, that seem to do everything *perfectly*, really frustrate me!

My wife Nancy and I just returned from a cruise up the Danube on the River Beatrice (April 22-April 29), plus the three-day Prague extension. We rate the past two weeks *the best vacation of our lives* – and we're very experienced travelers. And our opinion isn't unique. *Every passenger we met along the way* shared our views, repeatedly saying "We love the crew," "The ship is beautiful," "Captain Tom is the most charming man in the world," "We love the food," "Jan, the hotel manager, is hysterically funny and obviously a very effective manager," "We love the excursions," "The service never stops," "The smiles never stop," "Christine, the Cruise Director, is smart, lovely and always helpful..." The raves went on and on. And they continued in Prague, where Jana made sure every guest had a wonderful experience there as well.

So it's clear that Uniworld guests are not going to buy my book! It's *almost* unfair.

So I have one request: Please do not share your service secrets with your competitors. I need *their* customers to buy my book!

I've enclosed a copy of *How to Complain* for you... just for fun.

Thank you for a wonderful experience. We look forward to traveling with Uniworld again soon.

Sincerely,





LETTER OF INVITATION

Dra. Rahmi Dipayanti Andayani, M.Pd.

Speaker's name

You don't know the name, the salutation will be:

- Dear Sir
- Dear Madam
- Dear Sir/Madam
- Gentlemen (US only)

The closure will be:

- Yours faithfully (UK only)
- Sincerely yours (US)
- Yours truly (US)
- Sincerely (US)

Speaker's name

If you know the name, the salutation will be:

- Dear Mr. (name)
- Dear Mrs. (name)

The closure will be:

- Yours sincerely

Useful phrases:

- We are pleased to invite you to ...
- We would like to invite you to ...
- We would be delighted if you would accept our invitation to ...
- We would be pleased to invite you to ...

Example

GUEST SPEAKER INVITATION LETTER



Professor Jane Doe
Subject Department Affiliation (example: School of Biological Sciences)
University Name
University Address

Date

Dear Professor Doe,

In the first paragraph be sure to not only introduce TRU, but also the conference. Information on what the conference subject will be, and when and where it will be held should also be conveyed to the addressee.

State this is a formal invitation for the person to be a guest or keynote speaker at the conference. Make it clear why the person should attend. Why do you want them to speak? (leading or distinguished researcher in the field, discuss a recent publication, other reasons). If there are other distinguished speakers who will be attending it is a good idea to include their names and paper titles as well.

Include anticipated attendance numbers for the conference, and any other information which will create interest.

- Where are the presenters coming from?
- Are the attendance numbers higher than in years past?
- If it is interdisciplinary, what disciplines are the presenters from?
- What is the community's interest?

If there is any funding available for the person to come, or an honorarium, include it in the letter of invite.

Also make it clear that her/his attendance would be greatly appreciated by not only the conference participants, but also the audience and the institution of TRU. Make sure to include any specific contact information here in case the person has any questions or concerns about the conference.

Yours sincerely,

Signature of person writing the letter

Printed name of letter writer
Official title of letter writer
Thompson Rivers University



LETTER OF CONFIRMATION

Dra. Rahmi Dipayanti Andayani, M.Pd.

Parts of the letter

- Opening
- Stating the purpose
- Wishing
- Closing

Opening

- I am pleased and honored by the invitation to ...
- Thank you for your letter of ...
- Thank you so much for thinking of me in choosing a speaker for your upcoming guest lecture.
- I was delighted to get your invitation to address your students on May 2.
- Your invitation to speak to the 27th APNME on May 2 was a flattering surprise. Your programs are always so outstanding I've taken the invitation as quite a compliment.
- I was pleased to receive your letter asking me to address the ICCIE members on May 2.
- Thank you for your confidence in asking me to address your staff and students on May 2.

Stating the purpose (Acceptance)

- I would like to confirm...
- I have much pleasure in accepting your invitation.
- I have the honor in accepting your invitation.

Stating the purpose (Refusal)

- I must apologize for ...
- I very much regret to say that it will not possible to...
- I regret that I will be unable to ...
- I feel very sorry that I can't make it.

Stating the purpose (Reasons)

- I am declining because of .../ because ...
- Although I'd love the opportunity to speak to your group, I don't feel adequately knowledgeable on the subject you have in mind. My previous experience has been limited to....
- Unfortunately, I have a meeting in London that day, and, because so many people are involved, I simply cannot change it.
- I have had an out-of-town seminar scheduled for quite some time and will be traveling on the day of your seminar.
- Unfortunately, I have a previous commitment with an institution on that day and simply cannot rearrange my schedule at this time.

Stating the purpose (Referring)

- If you have no one else in mind to address that topic, give me a call and perhaps I'll be able to suggest a colleague who could speak knowledgeably on the subject.
- I suggest you call Harry Smith, whom I've heard on several occasions. He is a dynamic speaker who can tackle even the toughest questions from your most experienced attendees.

Wishing

- I hope I will be able to impart to your audience particularly the students my knowledge about the subject and exceed your expectations.
- With every good wish for the success of the seminar.
- You have my very best wishes for a successful meeting.
- Best of luck to you in finalizing your program.
- I know the program will be outstanding.
- I'll be eager to hear from those who have the opportunity to attend. The programs seem to get better every year.
- I hope the seminar will meet all your expectations.
- With such attention to detail, I'm sure you'll have a fine program.
- My best wishes in lining up the additional speakers for the regional meeting.

Closing

- I look forward to meeting you...
- Thank you for considering me.

Suggestions

- Conference, date, place of speech (hotel, specific meeting room, etc.).
- The topic for the meeting and issues the speaker has agreed to address
- What time the speaker is expected to arrive at ____ and meet _____ at the _____.
- Describe how the person should get from airport to hotel (shuttle or taxi and approx. cost and instructions on how/where to board) so they can be prepared.
- If someone is meeting them, list where, when and how they will recognize them, and the persons name and cell phone number. Perhaps provide a map.
- List the name, address and phone number of the hotel and a room confirmation number.
- If they are coming in the night before, tell them if someone will take them to dinner.
- Where and when to meet you for their presentation and if they need to set up AV, how and where to do this.
- If you expect them to attend a meal, let them know.

Example



Liberty Mutual Group
2100 Walnut Hill Lane, Ste.100.
PO Box 152067
Irving, TX 75015-2067
Phone: 972-550-7899
1-800-443-2692
Fax: 972-518-1923

July 3, 2007

Stan Handman, President
NevaSlip
271 Western Avenue
Lynn, MA 01904

Dear Stan,

It was enjoyable meeting with you recently and I wanted to send you this letter. As we discussed, slips & falls are the largest source of injuries to the public and the second largest cause of worker injuries in the United States. Slips & falls inside stores, supermarkets, hotels and workplaces are a very large problem.

Various studies have shown that two-thirds of all falls can be traced to floor surface slip resistance problems. Your company has been on our list of well recognized suppliers for over the past fifteen years. Liberty Mutual provides this list to our customers so that they can use proven slip resistance treatments. A number of our clients have used your products and they have dramatically reduced or eliminated slip and fall injuries.

We appreciate your interest in safety and the prevention of slips & falls. Besides reducing serious injuries and their related costs, productivity and efficiency are improved when floor surfaces are kept in proper condition. If you have any questions, feel free to let me know.

Sincerely,

John W. Russell

John W. Russell - PE, CSP, CPE, CPEA, ARM, PCMH
Technical Director - National Markets Loss Prevention

Our loss prevention service is advisory only. We assume no responsibility for management or control of customer safety activities nor for implementation of recommended corrective measures. This report is based on information supplied by the customer and observations of conditions and practices at the time of the visit. We have not tried to identify all hazards. We do not warrant that requirements of any federal, state, or local laws, regulation or ordinance have or have not been met.



INVITATION OF ATTENDANCE

Dra. Rahmi Dipayanti Andayani, M.Pd.

Parts of the letter

- Greeting
- The purpose of issuing the letter
- Reason for inviting
- The theme/topic of the event
- Time, date, and place of the event
- Activities in the event
- Further information
- Salutation

Important considerations

1. Open with a thank you for the invitation, and your confirmation that you will attend. This way, you provide the essential information first.
2. Next, express your expectation that the event will be a successful and joyous one.
3. You may also ask for further clarification on any details, but do so in a separate paragraph to make it absolutely clear you require a response.
4. Sign the letter formally with 'Sincerely' or 'Yours Sincerely', and include your full name, not only your first name.

Tenses

- In invitation letter, future tense is often used. To mention future events, the verb should be in future form.

Examples:

“The program will include lectures by educational researcher.... and Sara Ruto.”

“It will also consider presentation and workshops addressing various aspects ... and national perspectives.”

“As we said in the letter we sent you, we will let you know our final decision before the end of next week.”

Example



February 19, 2013

Dear Dr.

The Council on Chiropractic Education (CCE) is hosting a Forum for invited guests/organizations believed to have an interest in the accreditation process for Doctor of Chiropractic Programs (DCPs)/institutions. The Forum will take place on Saturday, April 27, 2013 from 1:00-4:00 pm at the Radisson Hotel Phoenix Airport (Sunset Ballroom), 427 N. 44th Street, Phoenix, Arizona, 85008; Phone 602-220-4400. Your organization is invited to send up to two guests to this Forum.

The following protocols will govern the meeting:

1. Attendance is by invitation only;
2. CCE must receive the names/titles/contact information (to include email address) of the guests attending from your organization along with the two most important topics they would like discussed at the meeting. Provide this information to Mr. Ray Bennett, Vice President for Accreditation & Operations via email at bennett@cce-usa.org or by contacting him directly at (480) 443-8877 no later than **March 29, 2013**. Guests will be sent a confirmation of their registration soon after the process has been completed.
3. It is anticipated that the Forum will be divided into three segments: (a) CCE representatives providing updated information on CCE activities followed by a question/response period; (b) CCE representatives addressing topics submitted in advance by invited guests followed by a question/response period; and (c) invited guests address CCE representatives as time permits followed by responses as appropriate.

We thank you for your continued support of CCE and if you have any questions, please feel free to contact me or Dr. Tom Benberg, President through the CCE Administrative Office at your convenience.

Sincerely,

A handwritten signature in black ink that reads 'Craig S. Little'.

Craig S. Little, D.C., Chair
Council on Chiropractic Education

cc: CCE Councilors
Tom Benberg, Ed.D., President
CCE Administrative Office



INFORMATION LETTER

Dra. Rahmi Dipayanti Andayani, M.Pd.

Purpose

- An information letter is to give information to the readers to individuals in an institution or to an institution as a whole.

Example



Australian Government
Department of Immigration and Citizenship

SECRETARY

13 October 2008

Senator Chris Evans
Minister for Immigration and Citizenship
Parliament House
Canberra ACT 2600

Dear Minister

Annual Report for 2007–08

I am pleased to present the *Department of Immigration and Citizenship 2007–08 Annual Report* as required by section 63 of the *Public Service Act 1999*.

The report has been prepared pursuant to the *Requirements for Annual Reports* approved by the Joint Committee of Public Accounts and Audit as required by subsection 63(2) of the *Public Service Act 1999*.

The report also includes an account of the operation of the Adult Migrant English Program, as required by section 12 of the *Immigration (Education) Act 1971*.



SPEECH

Dra. Rahmi Dipayanti Andayani, M.Pd.

Parts of a Speech:

- Greeting
- Address
- Opening words
- Welcoming words
- Thanking
- Apologies
- Opening an occasion officially
- Closing an occasion officially
- Good wishes for preclosing
- Closing the speech

Greeting

- Peace be upon you all
- Good morning
- Good afternoon
- Good evening
- Hello
- Hi

Address

- His Majesty
- His/Her highness
- His/Her/Your excellency _____
- The honourable _____
- Excellencies
- Distinguished guests
- Ladies and gentlemen
- Dear brothers and sisters
- Dear parents
- Everyone
- Everybody

Opening words

- It's an honour for me to be here on this occasion
- I'm honoured to be here
- It's a pleasure to be here today
- I'm pleased to be here today
- I'm glad to be here

Welcoming words

- We would like to extend our warmest welcome to this occasion
- We would like to welcome you to this very special occasion
- Welcome to this special occasion

Thanking

- On this very special occasion, we would like to express our deepest gratitude to _____
- Let me express our gratitude to _____
- Our thanks go to _____
- Thank you to _____

Apologies

- We apologize for any inconveniences
- Please accept our regrets for the shortcomings you might find in this occasion

Opening an occasion officially

- By saying basmallah, I declare this _____ officially open.
- In the name of God/Allah, I declare this occasion officially open.

Closing an occasion officially

- By saying hamdallah, I declare this _____ officially closed.
- In the name of God/Allah, I declare this occasion officially closed.

Good wishes for preclosing

- We wish you a nice stay in _____
- I wish you a fruitful/successful semina/conference/workshop
- Wishing you a safe trip home
- Looking forward to seeing you again in other occasion in the near future

Closing the speech

- Thank you



MEMORANDUM OF UNDERSTANDING

Dra. Rahmi Dipayanti Andayani, M.Pd.

Definition

- a document describing a bilateral or multilateral agreement between two or more parties. It expresses a convergence of will between the parties, indicating an intended common line of action. It is often used in cases where parties either do not imply a legal commitment or in situations where the parties cannot create a legally enforceable agreement.

Parts of MOU

- Purpose and Agreement(s)
- Duration or Term of Memorandum and Termination Process
- Meetings and Reporting
- Financial Considerations
- Signatures with Dates

Purpose and Agreement(s)

- The memorandum should state the purpose and goals of the collaboration or partnership between the two entities. The specific agreements should be detailed into separate paragraphs or listings along the lines of "What [X Agency] Will Do" and "What [Y Group] Will Do."

Duration or Term of Memorandum and Termination Process

- The memorandum should identify the beginning and ending dates of the agreement or its duration.
- Example:

This memorandum shall commence on [date] and shall continue for period of [ending date/number of years].

- The memorandum should also identify how the MOU can be terminated.
- Example:

This memorandum may be terminated by either party giving the other party [three months'] notice in writing.

Meetings and Reporting

- An MOU describes the interaction between the organizations. It provides a structure, such as a specific meeting time, or the "as needed" informal expectations of either party. It is also a way for parties to specify their reporting needs and timeframes.
- Example:

To accomplish the purpose and objective set forth in the MOU, partners will meet at least [twice] a year.

Financial Considerations

- The financial or funding support situation should be explained. Someone may need to take responsibility for financial record keeping and reporting. Specify who will review and approve expenditures and financial decisions on behalf of the collaboration, if needed.
- Here are a few examples of statements for program collaborations or partnerships where funding is not part of the agreements:

Nothing in this MOU shall be deemed to be a commitment or obligation of funds from either or (or any of their various components).

The entities acknowledge that all or any financial arrangements must be negotiated and will depend upon the availability of funds.

Signatures with Dates

- Once the MOU is prepared and agreed upon by parties involved, it should be signed and dated by the authorized individuals representing each partner or organization. Copies should be kept in an easily accessible location by both entities.

Example



FUNDAÇÃO
XANANA GUSMÃO



THE FOUNDATION
for
POST CONFLICT DEVELOPMENT

MEMORANDUM OF UNDERSTANDING

between

FUNDAÇÃO XANANA GUSMÃO

and

THE FOUNDATION FOR POST CONFLICT DEVELOPMENT

Recognizing the important and necessary role of non-governmental organizations in post conflict development,

The representatives of the Fundação Xanana Gusmão ("FXG"), a non-profit organization established and governed by the laws of [Timor-Leste] and The Foundation for Post Conflict Development ("FPCD"), a non-profit organization established and governed by the laws of New York, U.S.A. and U.S. federal laws wherever applicable (FXG and FPCD herein referred to as the "Parties"), hereby acknowledge that FXG and the FPCD agree to a "sister-foundation" relationship, defined as related foundations but with unique mission statements.

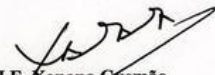
By in so signing this Memorandum, both FXG and FPCD agree to cross-promote the work of each other whenever possible and relevant, on respective websites, promotional materials and public occasions.

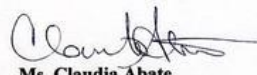
The Parties also agree to joint-fundraising on selected occasions, identified by the undersigned, with terms of such joint fundraising activities to be set forth in writing and signed by both Parties.

The terms of the "sister-foundation" relationship shall be ceased, altered or expanded by written mutual agreement signed by both Parties.

The Parties hereby represent and warrant that each person whose signature appears hereon has been duly authorized and has full authority to execute this Memorandum on behalf of the organization for whom such signature is indicated.

Signed by on this 20 day of March 2006:


H.E. Xanana Gusmão
Patron and Founder
Fundação Xanana Gusmão


Ms. Claudia Abate
Executive Director and Founder
Foundation for Post Conflict Development