

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your enquiry about [ [Click here](#) and type product / service name]. I am delighted to enclose the latest edition of our catalog. We believe that these offer excellent value-for-money and are confident that you will agree.

We look forward to hearing from you again. If you wish to order - please use the enclosed priority customer order form. If you have any queries, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Enc.  
Catalog  
Priority customer order form

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

**NEW PRODUCT RELEASE - [ [Click here](#) and type product name]**

[ [Click here](#) and type Your company name ] is widely recognized as an innovative market leader in the  
[ [Click here](#) and type industry name ] industry.

We are proud to announce our latest innovation, which we believe offers significant advantages over rival products.

The enclosed press release contains further details. If you would like more information on this leading-edge product, please don't hesitate to contact:

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Enc. Product data sheet

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

As a valued customer, we wanted you to be amongst the first to hear about our exciting new service.

We have recently purchased a [ [Click here](#) and type name of new machine/equipment] that [ [Click here](#) and briefly describe what it does]. This has enabled us to expand our range of services to include [ [Click here](#) and briefly describe new service].

To launch this new service, we are making the following special offer to a limited number of our most valued customers.

[ [Click here](#) and describe offer]

To take advantage of this offer, please call me on: [ [Click here](#) and type telephone number].

Yours faithfully,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type first name ]

RE: PRODUCT UPDATE – [ [CLICK HERE](#) AND TYPE PRODUCT NAME]

For some time now, [ [Click here](#) and type product name] has been widely recognised as the leading [ [Click here](#) and type product type] on the market. However, in line with our policy of continuous improvement, we are proud to announce that the best has just got better! A new version of [ [Click here](#) and type product name] will be released to the public on [ [Click here](#) and type date]. A number of new features have been added, and many existing features improved – notably:

- A
- B
- C

Please see the attached brochure for further details.

We are sure that the update will be of interest to established users such as yourself. As our valued customer, we would like to offer you (Enter details of special offer). We are expecting quite a rush for the update, and to be sure of getting this great deal, please complete and return the enclosed order form by (Enter final date).

If you have any queries, or would like further information on this offer, please don't hesitate to contact me personally.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

encs. Brochure

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your recent order No. [ [Click here](#) and type number].  
I am pleased to confirm that we anticipate delivery to you on [ [Click here](#) and type delivery date]. Should there be any change to the expected delivery date, I will advise you accordingly.

In the meantime, if you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ **Click here** and enter reference ]

[ **Click here** and enter date ]

[ **Click here** and type contact name ]

[ **Click here** and type organisation name ]

[ **Click here** and type address ]

Dear [ **Click here** and type name]

Thank you for your recent order - No. [ **Click here** and type number].

I am pleased to confirm that we can meet the requirements listed on your order, but regret to advise that at present we are unable to offer you credit facilities. As we value your custom, may I suggest we expedite the order on a pre-payment basis. To proceed, please send a cheque for the value of the order, or call us with your credit card details.

We will also undertake to review the situation in [ **Click here** and type number] months from now - when hopefully we can establish credit facilities for you.

If you have any queries, please don't hesitate to call me on the following number(s):  
[ **Click here** and type telephone number(s)].

Regards,

[ **Click here** and type your full name]

[ **Click here** and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your recent order No. [ [Click here](#) and type number].

I am pleased to confirm that we can meet the requirements listed on your order, but note that unfortunately you do not (at present) have a credit account with us. In order to meet your required delivery date, may I suggest we expedite the order referred to above on a pre-payment basis. To proceed, please send a cheque for the value of the order, or call us with your credit card details.

If required, we would be pleased to consider offering you credit facilities. To help us establish a line of credit for you, please send details of your bank, plus at least 3 existing credit references.

We look forward to a long and mutually beneficial business relationship with you.

If you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

We are currently evaluating the offer of credit terms to [ [Click here](#) and type name of customer]. They have provided us with your name as a credit reference. We would be grateful if you could forward us any information to your financial dealings with our customer. In particular:

- Their credit level with you
- Their payment record

Please be assured that any information provided will be treated in the strictest confidence, and only used for the purpose of evaluating the offer of credit terms to that customer.

If you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

We are pleased to confirm that we are able to offer you credit terms for purchasing our products / services.

- Your account number is: [ [Click here](#) and type account number]
- Your credit limit is: [ [Click here](#) and type amount]
- Our terms and conditions of trade are [ [Click here](#) and type details or refer to attachment]

Please include your account number on all orders. You will be sent an invoice with each delivery and a monthly statement. To ensure that these credit terms continue to be offered, please make all payments in full by the due date.

We welcome you as a valued customer, and look forward to a long and successful business relationship with you.

If you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

We have checked the credit references provided by you and regret to advise that at present we are unable to offer you credit facilities. As we value your custom, may I suggest we expedite any orders on a pre-payment basis. This merely requires you to send a cheque or your credit card details with your orders.

If you desire, we would be pleased to review the situation in [ [Click here](#) and type number] months from now - when hopefully we can establish credit facilities for you.

If you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your recent order No. [ [Click here](#) and type number].

I regret to inform you that due to heavy demand for [ [Click here](#) and type product name], we are not able to comply with your requested delivery date. We can, however, assure you of delivery by [ [Click here](#) and type proposed date]. As an alternative, we can offer you [ [Click here](#) and type alternative product name]. This is also an excellent product. It is available by your specified date, and will meet most similar requirements.

Could you please contact me to advise of your preferred course of action.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your recent order No. [ [Click here](#) and type number].

I regret to inform you that due to heavy demand for our services, we are not able to comply with your requested commencement date. We can, however, assure you of commencing work by [ [Click here](#) and type proposed date].

I will contact you to confirm whether this commencement date is acceptable.

Please be assured that your custom is greatly valued, and we will always strive to offer you the best possible service.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your recent order No. [ [Click here](#) and type number].

I regret to inform you that the following item(s) is/are no longer available. We can however, offer alternative product(s). Details are as follows:

Unavailable	Alternative	Price difference

Could you please contact me to advise of your preferred course of action.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your enquiry about progress on your order No. [ [Click here](#) and type number].  
I am pleased to confirm that work is progressing to schedule and we anticipate making delivery to you on [ [Click here](#) and type delivery date].

I will contact you again to confirm arrangements prior to delivery. Should there be any change to the expected delivery date, I will advise you accordingly.

In the meantime, if you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

**RE: [ [Click here](#) and type problem]**

I am very sorry to learn of the problem you have reported. Please be assured that we value your custom highly, and will take the necessary steps to investigate and rectify any problem. I will keep you informed of progress in this matter, and will contact you again in the very near future. In the meantime, if you wish to discuss your concerns, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

I am writing with regard to your report of a problem you have experienced with [ [Click here](#) and briefly describe problem e.g. incorrect fitting of air conditioner].

After a thorough investigation, I can advise you that appropriate steps have been taken to correct the problem.

In addition, we have also taken measures that we believe will prevent a similar problem from occurring in the future.

Please be assured that we value your custom and will always strive to ensure your complete satisfaction – both now and in the future.

Yours faithfully,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for the offer to tender for [ [Click here](#) and type tender number or subject].  
It is our policy to always provide the best possible service to our customers and I regret to advise you that due to prior commitments, we feel unable to submit a tender on this occasion. However, we do wish to remain on your tender list, and would very much welcome the opportunity to tender for other contracts in the future.

In the meantime, if you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

This is a friendly reminder that your [ [Click here](#) and type product name] is due for service on [ [Click here](#) and type date]. To maintain your warranty, it is essential that servicing is performed at the intervals specified by the manufacturer.

Could you please contact me to arrange the service at a date and time that is most convenient for you.

I look forward to hearing from you.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

**[ [Click here](#) and type name of catalog]**

We will shortly be publishing a new edition of our corporate catalog. Our circulation has now increased to [ [Click here](#) and type circulation figure]. The majority of copies are sent to large corporations and small-to-medium enterprises.

As you may be aware, there is some synergy between the markets that both our product ranges are aimed at. For the first time, we will be allocating space in our catalogue for advertisements by other companies. We believe that this innovation represents an excellent opportunity for you to promote your products and services.

Over the next few days, we will be accepting advertisement bookings for the new edition. If you wish to discuss possible advertising, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Enc. Schedule of advertising rates

[ **Click here** and enter date ]

[ **Click here** and type contact name ]

[ **Click here** and type organisation name ]

[ **Click here** and type address ]

Dear [ **Click here** and type name]

[ **Click here** and type name of publication]

[ **Click here** and type subject]

[ **Click here** and type date of issue]

[ **Click here** and type name of publication] will be running a special report on the subject of [ **Click here** and type subject ].

As the subject matter is an important one to your company, we believe that this feature represents an excellent opportunity for you to promote your products and services.

Over the next few days, we will be looking for suitable background material for the report, and accepting advertisement bookings for the same issue.

If you have any contributions that may be suitable for the report and/or wish to advertise, please don't hesitate to call me on [ **Click here** and type telephone number(s)].

Regards,

[ **Click here** and type your full name]

[ **Click here** and type your job position]

Enc. Schedule of advertising rates

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type address ]

## PROHIBITION LETTER

This letter is to inform you that you are not welcome at [ [Click here](#) and type company name ], and that under the law this company forbids you from entering any premises in which [ [Click here](#) and type company name ] conducts its business.

A copy of this letter is being provided to the police, and under the law you will be considered as a trespasser if you enter any [ [Click here](#) and type company name ] from the date of this letter. In the event that you are discovered in any [ [Click here](#) and type company name ] in the future, you will be ordered to leave the premises. If you fail to do so you will have rendered yourself liable to be removed and / or arrested.

This prohibition will remain in force until expressly revoked in writing by a senior member of [ [Click here](#) and type company name ] management.

<b>Signed:</b>	
<b>Name:</b>	[ <a href="#">Click here</a> and type your full name]
<b>Position:</b>	[ <a href="#">Click here</a> and type your job position]
<b>Date:</b>	[ <a href="#">Click here</a> and type date]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your recent order No. [ [Click here](#) and type number].

To ensure that your order is processed correctly we need to confirm the following:  
[ [Click here](#) and type queries].

To avoid delay, could you please send us your response to the above queries as soon as possible.

If you have any queries, or wish to discuss the details of your requirements further, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

It is with great pleasure that I write to advise you that I have been appointed as the new [ [Click here](#) and type job position]. In that capacity, I will be managing your account with us from today onwards.

I hope to continue the work of my predecessor, and introducing several improvements to our service that are in the pipeline.

I look forward to speaking with you in the near future.

In the meantime, if you have any queries, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

I will be visiting [ [Click here](#) and type area] next month, and as it is sometime since we last met, I was hoping to take the opportunity to call in.

If you have any time free during that period, perhaps you would email or telephone me so that we can arrange a meeting.

I look forward to hearing from you.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type name of financial institution ]

[ [Click here](#) and type address ]

RE: CREDIT CARD ACCOUNT No. [ [Click here](#) and type number ]

We wish to query the [ [Click here](#) and type date ] statement received for the above account.

It appears that the same transaction has been debited twice. The transaction details are as follows:

Date processed	Reference	Transactions details	Amount

I can assure you that only one of the above transactions took place.

Could you please investigate the matter, and advise of your findings as soon as possible.

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type name of financial institution ]

[ [Click here](#) and type address ]

RE: ACCOUNT No. [ [Click here](#) and type number ]

We wish to query a fee charged on the [ [Click here](#) and type date ] statement received for the above account.

We believe that the fee charged is incorrect as [ [Click here](#) and type reason ]

The fee in question is:

Date	Fee details	Amount

Could you please investigate the matter, and advise of your findings as soon as possible.

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type name of financial institution ]

[ [Click here](#) and type address ]

RE: CREDIT CARD ACCOUNT No. [ [Click here](#) and type number ]

We wish to query the [ [Click here](#) and type date ] statement received for the above account.

It appears that the same transaction has been incorrectly debited to this account. The transaction details are as follows:

Date processed	Reference	Transactions details	Amount

I can assure you that the authorised cardholder(s) did not make this transaction, and can provide documentary evidence to that effect if required.

Could you please investigate the matter, and advise of your findings as soon as possible.

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

[ **Click here** and enter date ]

[ **Click here** and type contact name ]

[ **Click here** and type organisation name ]

[ **Click here** and type address ]

**RE: OVERDUE PAYMENT – INVOICE [ **Click here** and type Invoice No.(s)]**

This is a friendly reminder that your account operates on a credit period of [ **Click here** and type number]days only, and payment is overdue on the above invoice(s).

We are sure that this matter has simply slipped your attention, and request that payment be made as soon as possible.

If you have any queries regarding the above, please don't hesitate to contact us.

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type organisation name ]

[ [Click here](#) and type address ]

**RE: OVERDUE PAYMENT – INVOICE** [ [Click here](#) and type Invoice No.(s)]

INVOICE No(S).		AMOUNT OVERDUE	
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Please note that your account operates on a credit period of (Enter number) days only, and payment on the above invoice(s) is overdue. A reminder was sent to you on (Enter date sent), and to date we have not had any response.

In view of the above, we are no longer able to offer credit facilities to you. In order to restore your credit rating with us, and avoid steps being taken to recover the debt, please ensure that payment is made within (Enter time period).

If you have any queries regarding the above, please don't hesitate to contact us.

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type organisation name ]

[ [Click here](#) and type address ]

RE: OVERDUE PAYMENT

INVOICE No(S).		AMOUNT OVERDUE	
-------------------	--	-------------------	--

Despite sending two reminders, we have not had any response from you regarding the above overdue payment(s).

Regretfully, we must now advise you that unless full payment is received within [ [Click here](#) and type time period ], we have no option other than to commence debt recovery proceedings. This may involve legal action being taken against you.

You will be held liable for all costs incurred in recovering the debt.

To avoid such proceedings, please arrange immediate payment and advise us accordingly.

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type accountant's name ]  
[ [Click here](#) and type company name ]  
[ [Click here](#) and type address ]

RE: Annual accounts / Tax return - [ [Click here](#) and type year]

Please find enclosed the following information for preparation of our annual accounts and tax return for the last financial year:

1. Copy of Group Certificates
2. Summary of income
3. Summary of expenses
4. Copies of incoming invoices / receipts
5. Copies of outgoing invoices / receipts
6. Bank statements
7. Cheque stubs
8. Cheque paying-in books
9. [ [Click here](#) and type next item]

If you have any queries regarding the above, please don't hesitate to contact us.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type name of financial institution ]

[ [Click here](#) and type address ]

RE: CANCELLATION OF DIRECT DEBIT - FROM ACCOUNT No. [ [Click here](#) and type number ]

I hereby authorise cancellation of the following direct debit with immediate effect:

Number	To	Amount

Could you please send confirmation that the debit has been cancelled.

Regards,

(signature)

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type name of financial institution ]

[ [Click here](#) and type address ]

RE: CLOSURE OF ACCOUNT No. [ [Click here](#) and type number ]

I hereby authorise immediate closure of the above account, with all remaining funds in that account to be transferred to:

Account No.	Account type	Account name

Please send confirmation that the closure has been effected and funds transferred as directed.

Regards,

(signature)

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type name of financial institution ]

[ [Click here](#) and type address ]

RE: TRANSFER OF FUNDS

I hereby authorise the following transfer of [ [Click here](#) and type number ]:

From:

Account No.	Account type	Account name

To:

Account No.	Account type	Account name

Please arrange for the transfer is effected immediately / by date.

Please send confirmation that the transfer has been effected.

Regards,

(signature)

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]



## OFFICIAL FINANCE MEMO

<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type names or groups]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	[ <a href="#">Click here</a> and type subject ]

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

[ [Click here](#) and type memo]

If you have any comments / queries on the above or any other financial matters, please contact me.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]



## OFFICIAL FINANCE MEMO

<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type names or groups]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Budget allocations

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

We are currently preparing our capital and current account expenditure budgets for the next financial year.

If there are any projects or expenditure items that you wish to be considered for inclusion in these budgets, please submit your completed application to me before:  
[ [Click here](#) and enter date ].

Any applications received after this date cannot be considered.

If you have any comments / queries on the above or any other financial matters, please contact me.

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]  
Telephone: [ [Click here](#) and type your telephone number]  
Email: [ [Click here](#) and type your email address]



## OFFICIAL FINANCE MEMO

<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type recipient's name]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Budget in danger

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

Project No. [ [Click here](#) and enter number ]

Project Name: [ [Click here](#) and enter title ]

Our financial records indicate that expenditure on the above project is running higher than the projected figures. If present trends continue, the total expenditure needed to complete the project may exceed the total projected figure. You are reminded that it is not permitted to exceed the approved budget limits without re-authorisation of the project.

Please contact me to confirm the financial status of this project.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

# Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type names or groups]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	[ <a href="#">Click here</a> and type subject ]

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

<b>Details</b>	
----------------	--

[ [Click here](#) and type memo]

If you have any comments or queries on the above, please contact me.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Insert logo

# Office Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type names or groups]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	[ <a href="#">Click here</a> and type subject ]

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

[ [Click here](#) and type memo]

If you have any comments or queries on the above, please contact me.

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]  
Telephone: [ [Click here](#) and type your telephone number]  
Email: [ [Click here](#) and type your email address]

# SAFETY

## OFFICIAL MEMO

<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type names or groups]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	[ <a href="#">Click here</a> and type subject ]

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

[ [Click here](#) and type memo]

If you have any comments / queries on the above or any safety concerns, please contact me.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

# Work Safe. Be Safe.

# SECURITY

## OFFICIAL SECURITY MEMO

<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type names or groups]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	[ <a href="#">Click here</a> and type subject ]

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

[ [Click here](#) and type memo]

If you have any comments / queries on the above or any security concerns, please don't hesitate to contact me.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Your company logo	Your company name and contact details
-------------------	---------------------------------------

<b>Fax Transmission</b>	
<p>If this fax is not received in full, please contact us.  This fax is intended for the addressee only and may be confidential.  If this fax has been misdirected, please contact us and destroy this copy.</p>	
<b>To</b>	[ <a href="#">Click here</a> and enter recipient's name ]
<b>Fax No.</b>	[ <a href="#">Click here</a> and enter number ]
<b>Tel No.</b>	[ <a href="#">Click here</a> and enter number ]
<b>From</b>	[ <a href="#">Click here</a> and enter your name ]
<b>Ref</b>	[ <a href="#">Click here</a> and enter subject ]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>No. of pages</b>	[ <a href="#">Click here</a> and enter number ] including this header

**Message:**

Your company logo

Your company name and contact details

# Fax Transmission

**To** [ [Click here](#) and enter recipient's name ]

**Fax No.** [ [Click here](#) and enter number ]

**From** [ [Click here](#) and enter your name ]

**Regarding** [ [Click here](#) and enter subject ]

**Date** [ [Click here](#) and enter date ]

Pages including this header

**Message:**

GP-L6

If this fax is not received in full, please contact us.

This fax is intended for the addressee only and may be confidential.

If this fax has been misdirected, please contact us and destroy this copy.

Your company logo

Your company name and contact details

# Fax Transmission

**To** [ [Click here](#) and enter recipient's name ]  
**Fax No.** [ [Click here](#) and enter number ]  
**From** [ [Click here](#) and enter your name ]  
**Regarding** [ [Click here](#) and enter subject ]  
**Date** [ [Click here](#) and enter date ]

Pages including this header

## Message:

### **Tech Tips**

This fax cover template includes marketing / PR messages at the bottom of the page.

They actually form the document's footer. To access the footer for editing, simply double-click in the footer area.

Few businesses take full advantage of the opportunity to use general administrative documents to promote their company / products / services.

TO DELETE THIS TECH TIP, CLICK ON THE BORDER & PRESS DELETE KEY

## Latest news from your company...

### **Product X**

#### **New release!**

Now includes xxxxxxxx and  
xxxxxx

### **CONGRATULATIONS!**

To our valued client XYZ  
industries on winning the Widget  
Industry award for the second  
consecutive year.

### **SPECIAL**

#### **OFFER!**

20% off our Premier  
service until 00/00/0000

For details please contact our sales office on (01) 234 5678

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

## ***Organisation change***

The organisation of our company is changing to facilitate a more customer-focused approach. As part of that re-organisation, please be advised that from [[Click here](#) and type date of change], the duties currently performed by [[Click here](#) and type existing department name] will be performed by the new [[Click here](#) and type new department name]. We are confident that this reorganisation will help us to achieve our policy aim of continuous improvement in the service we provide.

Contact details will be as follows:

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>Mobile</b>	
<b>Email</b>	
<b>Website</b>	

You may wish to add these to your contact database.

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name ]

## ***Change of personnel***

Please be advised that as of [ [Click here](#) and type date of change ], our new [ [Click here](#) and type job position ] will be [ [Click here](#) and type new person's full name ]. [ [Click here](#) and type new person's first name ] brings a wealth of practical experience to our company, and we are confident that he/she will play a significant role in helping to both maintain and improve our quality of service to you.

Contact details for [ [Click here](#) and type new person's first name ] are as follows:

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>Mobile</b>	
<b>Email</b>	
<b>Website</b>	

You may wish to add these to your contact database.

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type organisation name ]

[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

It is with sadness that I write to inform you that I will be leaving the employment of [ [Click here](#) and type your company name] on [ [Click here](#) and type date]).

During my time here, I trust that I have provided good service. I feel that I have learnt a great deal and enjoyed the experience – this is something that can be attributed to the many friends and acquaintances that I have made during the course of my work.

My successor will be [ [Click here](#) and type name]. He/She brings a wealth of experience to the position – having formerly been responsible for [ [Click here](#) and describe].

There will be a brief hand over period before my departure. During that time, please feel free to contact either one of us with any queries.

I would like to express my thanks for your support. It has been a pleasure working with you, and I look forward to keeping in touch in the future.

Regards,

Our Ref: [ **Click here** and enter reference ]  
[ **Click here** and enter date ]

[ **Click here** and type contact name ]  
[ **Click here** and type organisation name ]  
[ **Click here** and type address ]

Dear [ **Click here** and type name]

We have been informed by [ **Click here** and type name of telephone company] that they will shortly be changing all the telephone numbers in our area.

Please be advised that as from: [ **Click here** and type date]

Our telephone number will change to: [ **Click here** and type number]

Our fax number will change to: [ **Click here** and type number]

We apologise for any inconvenience that this may cause, but trust that this advance notice will help to reduce any potential problems.

In the meantime, if you have any queries, please don't hesitate to call me on the following number(s):  
[ **Click here** and type telephone number(s)].

Regards,

[ **Click here** and type your full name]  
[ **Click here** and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

It is with great pleasure that I write to inform you about our new web site. The address is:

**[ [Click here](#) and type web site address]**

The site has been professionally designed to include: up-to-date product information and prices, a technical support area, a series of articles and feedback form. May I suggest that the next time you are 'surfing the net', you check out our web site. We are sure that you find it of interest.

Although a great deal of time and effort has gone into the development of our web site, we recognise that there is always room for improvement. Many additional features will be added over the coming months, and you may care to revisit our site from time to time.

If you have any comments or suggestions for our web site, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]



Over the past few years, we have built an ever-increasing customer base, and to service their needs we have taken on a number of extra employees. As a result of this success, we have been getting a little tight on office space recently!. To help us to continue offering an ever-improving service to our customers, we will be moving to larger premises on [ [Click here](#) and type moving date].

Please ensure that all deliveries and correspondence for that date onwards are sent to our new address at:

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>Email</b>	
<b>Website</b>	

We look forward to continuing to do business with you.

In the meantime, if you have any queries regarding our moving, please don't hesitate to call me on my existing number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]



As a result of business expansion, and to offer an improved service to our customers, we have moved to larger premises. [ [Click here](#) and type moving date].

Please ensure that all deliveries and correspondence are sent to our new address at:

<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>Email</b>	
<b>Website</b>	

We look forward to continuing to do business with you.

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Our Ref: [ Click here and enter reference ]  
[ Click here and enter date ]

[ Click here and type contact name ]  
[ Click here and type organisation name ]  
[ Click here and type address ]

Dear [ Click here and type name]

WOULD YOU LIKE A COMPLIMENTARY TICKET TO [ CLICK HERE AND TYPE NAME OF EVENT] ?

[ Click here and type name] is the leading event of its kind in [ Click here and type your country / area] and will taking place at [ Click here and type location ] during [ Click here and type dates]. We will be hosting a stand/presentation to display our latest range of [ Click here and type range ]. For the very first time, we will be introducing our new [ Click here and type product name ], and we are anticipating huge interest from the media and general public.

As a valued customer, we would like to offer you a complimentary ticket for this exciting event.

To obtain your ticket, please contact me on: [ Click here and type contact numbers ]

Regards,

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

[ [CLICK HERE](#) AND TYPE NAME OF EVENT]

I would just like to thank you for taking the time to visit us at the recent [ [Click here](#) and type name]. The event was very successful, with a good level of attendance. We particularly experienced a good deal of interest in our new [ [Click here](#) and type product name ].

We trust that you enjoyed your visit. If we can be of any further assistance, please don't hesitate to contact me.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ Click here and enter reference ]  
[ Click here and enter date ]

[ Click here and type contact name ]  
[ Click here and type organisation name ]  
[ Click here and type address ]

Dear [ Click here and type name]

WOULD YOU LIKE A COMPLIMENTARY TICKET TO [ CLICK HERE AND TYPE NAME OF EVENT] ?

[ Click here and type name] is the leading event of its kind in [ Click here and type your country / area] and will taking place at [ Click here and type location ] during [ Click here and type dates]. We will be hosting a stand/presentation to display our latest range of [ Click here and type range ]. For the very first time, we will be introducing our new [ Click here and type product name ], and we are anticipating huge interest from the media and general public.

As a valued customer, we would like to offer you a complimentary ticket for this exciting event.

To obtain your ticket, please contact me on: [ Click here and type contact numbers ]

Regards,

# Holiday Closure!

Please note that due to the [ [Click here](#) and type season] holiday, our premises will be closed for normal business from:

[ [Click here](#) and type start date].

Through to and including:

[ [Click here](#) and type last date].

We will be open for normal business on:

[ [Click here](#) and type re-open date].

During the closure period, it will not be possible to accept any deliveries or orders. The aim of this notice is to minimise any inconvenience caused. We look forward to continuing normal business with you upon our re-opening.

If you have any queries regarding our holiday closure, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

# Business Strategy Plan

[ [Click here](#) and type organisation name]

[ [Click here](#) and type address]

Tel: [ [Click here](#) and type number]

Fax: [ [Click here](#) and type number]

Email: [ [Click here](#) and type address]

Web: [ [Click here](#) and type address]

## Contents

[Executive summary](#)

[Background](#)

[Objectives](#)

[Situation analysis](#)

[Our Products / Services](#)

[The Competition](#)

[Sales & Marketing](#)

[Operations & Resources](#)

[Finance](#)

[Legal issues](#)

[Action Plan](#)

[Appendices](#)

[ [Click here](#) and enter date ]

<b>1</b>	
<b>2</b>	
<b>3</b>	
<b>4</b>	
<b>5</b>	
<b>6</b>	
<b>7</b>	
<b>8</b>	
<b>9</b>	
<b>10</b>	

# Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	All employees
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Anti virus
<b>Details</b>	

The success of our business - like thousands of others - is becoming increasingly dependent on information stored in the form of computer data.

As you may be aware, there are a number of virus's that can damage or totally destroy vital data. These are often transferred on floppy disks or other media, or in attachments to email. The company has implemented a range of anti-virus measures, but new virus's are being written every day, and the security of our data ultimately depends on the co-operation of all employees.

All employees are therefore reminded of their duty to protect against computer virus's.

- You may not install any programs onto your PC that have not been verified and the media stamped by the I.T. department.
- All attachments to incoming emails must be virus-checked before being opened.
- You may not use any computer media that has not been verified and the media stamped by the I.T. department.
- [ [Click here](#) and add instructions as required ]

If you have any concerns or queries on this matter, please feel free to contact me at any time.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

We seek your permission to quote from sections from an article in your publication [ [Click here](#) and type name and date of publication]. Our purpose would be to include the requested sections in promotional material. We would be pleased to refer to your publication as the source wherever the quoted sections were used.

The article referred to is:[ [Click here](#) and type article title].

We would be grateful if you could confirm your agreement.

If you have any queries, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]

[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]

[ [Click here](#) and type organisation name ]

[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your recent letter seeking permission to quote from:

[ [Click here](#) and type name and date of publication].

I am pleased to advise that we would be prepared to grant you this permission, provided the following terms are agreed to:

- Any use of the quotation refers to our publication as the source.
- The quotation is not used in any way that may harm the reputation or interests of our company.
- [ [Click here](#) and type any other requirements].
- We reserve the right to withdraw this permission at any time in the future.

If you agree to the above, please confirm your agreement in writing. If written confirmation is not received, our permission is not granted. If you have any queries, please call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

# SECURITY

## OFFICIAL SECURITY MEMO

<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	All employees
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Loss prevention program

**CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY**

The company is currently in the process of developing a loss prevention program.

The aim of this program is to help ensure our successful expansion and growth by protecting our employees and resources from crime and losses through theft, fraud and innocent mistakes.

A small team has been put together to develop a program which will supplement our existing security measures.

However, for the program to be successful, the company is relying on all employees to co-operate and contribute where they can.

In the coming months, members of the loss prevention team will be hosting introductory training sessions where the program will be explained to you in greater detail. All employees will be given the opportunity to attend one of these sessions. Where necessary, arrangements will be made to provide covering staff during your attendance.

Loss prevention is in everyone's interest, and I urge you to make every effort to be involved.

In the meantime, if you have any queries or concerns on security or loss prevention, please call me.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

# Performance Review

<b>Name</b>		<b>Date</b>			
<b>Department</b>		<b>Review Period</b>		<b>To</b>	
<b>Position Held</b>					
<b>Reviewer</b>					
<b>CRITERIA</b>	<b>Exceeds Requirements</b>	<b>Satisfactory</b>	<b>Unsatisfactory</b>		
<b>Technical skills</b>					
<b>Leadership Skills</b>					
<b>Communications skills</b>					
<b>Team Work</b>					
<b>Initiative</b>					
<b>Output</b>					
<b>Punctuality</b>					
<b>Attendance</b>					
<b>Milestones achieved since last review</b>		<b>Milestones not achieved since last review</b>			
<b>New Milestones</b>					
<b>Development plan</b>					
<b>Reviewer's comments</b>					
<b>Reviewer's signature</b>					

Your company name, details.	Your company logo	<b>Job Description</b>
--------------------------------	-------------------	----------------------------

<b>Job Title</b>
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<b>Purpose</b>
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<b>Minimum Qualifications / Skills / Experience</b>
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<b>Reports to:</b>
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<b>Authorities</b>
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<b>Duties / Responsibilities</b>
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<b>Holder's Name</b>	<b>Holder's Signature</b>
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<b>Date Commenced in Position</b>			
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# Resume

<b>NAME</b>	
<b>DATE OF RESUME</b>	
<b>ADDRESS</b>	
<b>TELEPHONE</b>	
<b>AMBITIONS</b>	
<b>EDUCATION</b>	
<b>QUALIFICATIONS</b>	
<b>TRAINING COURSES ATTENDED</b>	

## CAREER

<b>PERIOD:</b>	
<b>POSITION HELD:</b>	
<b>MAJOR DUTIES:</b>	
<b>SIGNIFICANT ACHIEVEMENTS:</b>	

<b>PERIOD:</b>	
<b>POSITION HELD:</b>	
<b>MAJOR DUTIES:</b>	
<b>SIGNIFICANT ACHIEVEMENTS:</b>	

<b>PERIOD:</b>	
<b>POSITION HELD:</b>	
<b>MAJOR DUTIES:</b>	
<b>SIGNIFICANT ACHIEVEMENTS:</b>	

<b>PERIOD:</b>	
<b>POSITION HELD:</b>	
<b>MAJOR DUTIES:</b>	
<b>SIGNIFICANT ACHIEVEMENTS:</b>	

<b>PERIOD:</b>	
<b>POSITION HELD:</b>	
<b>MAJOR DUTIES:</b>	
<b>SIGNIFICANT ACHIEVEMENTS:</b>	

<b>PERIOD:</b>	
<b>POSITION HELD:</b>	
<b>MAJOR DUTIES:</b>	
<b>SIGNIFICANT ACHIEVEMENTS:</b>	

# Resume

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Marital status</b>	
<b>Ambitions</b>	
<b>Education</b>	
<b>Qualifications</b>	
<b>Training courses</b>	

## Career

<b>Period:</b>	
<b>Position Held:</b>	
<b>Major Duties:</b>	
<b>Achievements:</b>	

<b>Period:</b>	
<b>Position Held:</b>	
<b>Major Duties:</b>	
<b>Achievements:</b>	

<b>Period:</b>	
<b>Position Held:</b>	
<b>Major Duties:</b>	
<b>Achievements:</b>	

<b>Period:</b>	
<b>Position Held:</b>	
<b>Major Duties:</b>	
<b>Achievements:</b>	

<b>Period:</b>	
<b>Position Held:</b>	
<b>Major Duties:</b>	
<b>Achievements:</b>	

<b>Period:</b>	
<b>Position Held:</b>	
<b>Major Duties:</b>	
<b>Achievements:</b>	

<b>Period:</b>	
<b>Position Held:</b>	
<b>Major Duties:</b>	
<b>Achievements:</b>	

# Resume

Insert photo

*Name*

*Address*

*Telephone*

*Email*

*Career ambitions*

*Education*

*Skills /*

*Qualifications*

*Training courses*

*attended*

*Career to date*

*Period:*

*Position Held:*

*Major Duties:*

*Significant Achievements:*

*Period:*

*Position Held:*

*Major Duties:*

*Significant Achievements:*

*Period:*

*Position Held:*

*Major Duties:*

*Significant Achievements:*

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

RE: POSITION - [ [Click here](#) and type job title]

An opportunity exists for employment within this company for the following position:

Position:

Salary:

Period:

Other Relevant Details:

Interested persons should call me on the following number(s) to obtain a position description and application form: [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

encls. Application for Employment form & Position Description

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

Dear [ [Click here](#) and type first name]

RE: POSITION - [ [Click here](#) and type job title]

Thank you for your enquiry about the above position. As discussed, I am pleased to provide you with the enclosed application form. To proceed with your application, please return the form together with your latest resume by no later than [ [Click here](#) and type closing date]. Your application will then be given due consideration. Please note that - to be fair to everyone concerned - any applications received after the closing date will not be considered.

If you have any queries regarding your application, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

encs. Application for Employment form

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

Dear [ [Click here](#) and type first name]

RE: JOB POSITION - [ [Click here](#) and type job title]

I am pleased to advise that we have received your resume and application for the above job position. We are reviewing the applications received, and your application is currently being considered as part of this process.

We will shortly be inviting suitable candidates to an interview. I will keep you advised regarding the progress of your application.

Thank you for the interest you have shown in our company.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

Dear [ [Click here](#) and type first name]

RE: APPLICATION FOR JOB POSITION - [ [Click here](#) and type job title]

I am pleased to advise that we have given due consideration to your resume and application for the above job position, and we have pleasure in inviting you to attend an interview – details of which are as follows:

Date		Time	
Location			

Would you please telephone me by [ [Click here](#) and type date required ] to confirm your availability to attend.

When attending the interview, you will be required to bring the following items:  
[ [Click here](#) and type list of items required e.g. portfolio, reference letters, certificates, licences etc.].

You may also bring other items that you feel may support your application.

If you have any concerns or queries regarding your application / interview, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

Dear [ [Click here](#) and type first name]

RE: APPLICATION FOR POSITION - [ [Click here](#) and type job title]

Thank you for your application for the above position. There has been a great response to our advertising, and the standard of applicants has been very high. Regretfully, I must advise that you were unsuccessful on this occasion. If you have no objection, we will maintain your application on file for reference should a suitable position become available in the future.

If you have any queries regarding the above, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Thank you for the interest that you have shown in joining our company.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

Dear [ [Click here](#) and type first name]

RE: APPLICATION FOR POSITION - [ [Click here](#) and type job title]

Thank you for taking the time to attend an interview for the above position. I am pleased to advise that - after due consideration - we have included you in a shortlist of suitable candidates. We have pleasure in inviting you to attend a second interview – details of which are as follows:

Date		Time	
Location			

Would you please telephone me by [ [Click here](#) and type date required ] to confirm your availability to attend.

If you have any concerns or queries regarding your application / interview, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

Dear [ [Click here](#) and type first name]

RE: APPLICATION FOR POSITION

Further to your interview for the position detailed below on [ [Click here](#) and type date], I am pleased to advise you that your application has been successful on the following terms:

Position: [ [Click here](#) and type job title]  
Location: [ [Click here](#) and type location]  
Period of Employment: [ [Click here](#) and type period from / to or permanent]  
Commencing Salary: [ [Click here](#) and type salary]

The employment conditions for this position are governed by <the Award or Agreement Name/an employment contract that you will be required to sign prior to commencement>. These conditions are summarised in the attached document and include:

- average hours of work of 38 per week;
- 10 days sick leave per year;
- 20 days annual leave per year;
- [ [Click here](#) and type any other relevant provisions]

On commencement, you will be required to supply the following items:

- Employment Declaration form
- Bank Details (for EFT salary payment)
- [ [Click here](#) and list requirements e.g. work permit, tax forms etc.].

Please contact me to confirm your acceptance of this offer and discuss your commencement date.

You will no doubt have many questions to ask about employment within this company. I am sure that these will be answered at the induction training provided on your first day of employment.

I look forward to you joining our team.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type their address ]

Dear [ [Click here](#) and type first name]

RE: APPLICATION FOR POSITION - [ [Click here](#) and type job title]

Thank you for your application for the above position, and taking the time to attend an interview. The standard of applicants was very high, and regrettably, I must advise that you were unsuccessful on this occasion. If you have no objection, we will maintain your application on file for reference should a suitable position become available in the future.

If you have any queries regarding the above, please don't hesitate to call me on the following number(s):  
[ [Click here](#) and type telephone number(s)].

Thank you for the interest that you have shown in joining our company.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]

Dear [ [Click here](#) and type recipient's first name ]

We are pleased to welcome you to the company. I have enclosed information that should answer any questions you may have about company policies and employee benefits.

Should you have any further questions please contact [ [Click here](#) and type contact name ] from [ [Click here](#) and type department ] on telephone number [ [Click here](#) and type number(s)].

We look forward to a long and successful future with you as a member of our team.

Regards,

[ [Click here](#) and type your name ]  
[ [Click here](#) and type job position ]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type recipient's first name ]

TRAINING SESSION: [ [Click here](#) and type subject ]

As part of our program for continuous improvement, you are invited / required to attend the following training session:

<b>Title</b>	[ <a href="#">Click here</a> and type title ]		
<b>Location</b>	[ <a href="#">Click here</a> and type location ]		
<b>Date</b>	[ <a href="#">Click here</a> and type date ]	<b>Time</b>	[ <a href="#">Click here</a> and type start time ]
<b>Duration</b>	[ <a href="#">Click here</a> and type duration ]		

To help you to get the maximum benefit from the session, I am enclosing / sending you some background information. You should read this before attending the training session.

You will be expected to bring the following items to the training session:

- [ [Click here](#) and list items ]

If you are unable to attend the session or have any queries, please call me on:  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

encs.

Training session - background info

Directions / map

Travel / accommodation / meal arrangements

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear colleague

It is a condition of your employment that you are a licenced:  
[ [Click here](#) and type trade/profession]

This is a reminder that our records indicate your licence is due for renewal by:  
[ [Click here](#) and type renewal date]

If you wish to continue performing the duties requiring that licence, could you please arrange for your licence to be renewed and a copy to be forwarded to me for our records.

Please note that if you do not hold a valid licence, the company does not authorise you to perform any tasks that legally require you to hold that licence.

If you have any queries regarding the above, please call me on:  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

# Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	All employees
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Infoline - workplace health and safety
<b>Details</b>	

It is the company's policy to enable all its employees to carry out their work in a safe and healthy environment.

It is recognised that there may be circumstances whereby an employee is aware of a problem, but is reluctant to discuss the matter with their supervisor or line manager. These problems may be in the area of workplace health and safety.

All employees are advised that under such circumstances, they may contact the confidential infoline on:

**(01) 123 456**

The caller has the choice of remaining anonymous. If you have any concerns about workplace health and safety environment, please call. We can only help you if we are informed.

# Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	All employees
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Infoline - security and loss prevention
<b>Details</b>	

As you may be aware, the company has a range of measures in place to ensure the safety and security of its staff and customers, and to prevent losses through theft and fraud. To ensure our wellbeing and future job security, it is essential that we are all alert to the dangers that crime can pose.

It is recognised that there may be circumstances whereby an employee is aware of a possible crime, but is reluctant to discuss the matter with their supervisor or line manager.

All employees are advised that under such circumstances, they may contact the confidential infoline on:

**(01) 123 456**

The caller has the choice of remaining anonymous or being eligible for a reward.

# Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	All employees
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Infoline - work environment
<b>Details</b>	

It is the company's policy to enable all its employees to carry out their work in an environment that is free from harassment or abuse of any kind.

It is recognised that there may be circumstances whereby an employee is aware of harassment, abuse or violence, but is reluctant to discuss the matter with their colleagues, supervisor or line manager.

All employees are advised that under such circumstances, they may contact the confidential infoline on:

**(01) 123 456**

The caller has the choice of remaining anonymous. If you have any concerns about these issues, please call. We can only help you if we are informed.

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

As part of our quest for continuous improvement, the company is commencing / conducts a program of annual performance reviews for all personnel. It is hoped that the program will help personnel to achieve their full potential to the benefit of themselves, the company and our customers.

I have scheduled a first review meeting with you in my office at: [ [Click here](#) and type time and date]

At that meeting, we will consider your career path, training requirements and milestones for the next 12 months.

Please call me to confirm whether you can attend the meeting at the above time and date.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

This is a reminder that your annual performance review is due next month. I have scheduled a review meeting with you in my office at: [ [Click here](#) and type time and date]

At the meeting, we will review your progress against the milestones that were previously agreed, and consider your career path, training requirements and milestones for the next 12 months.

Please call me to confirm whether you can attend the meeting at the above time and date.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ **Click here** and enter reference ]  
[ **Click here** and enter date ]

[ **Click here** and type recipient's name ]  
[ **Click here** and type department ]

Dear [ **Click here** and type first name]

Thank you for attending your recent annual performance review. I am pleased to enclose the report of that meeting. Please use this report to guide you in the achievement of the agreed milestones.

Regards,

[ **Click here** and type your full name]  
[ **Click here** and type your job position]

encs. **Performance review**

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and type name]

[ [CLICK HERE](#) AND TYPE NAME OF EVENT]

I would like to thank you for your efforts at the recent [ [Click here](#) and type name of event]. The event was very successful - reflecting the enthusiasm and commitment of those involved. Your contribution to this success was very much appreciated.

Thanks again.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

I am pleased to advise that you have been awarded promotion as detailed below:

Position: [ [Click here](#) and type job title]  
Location: [ [Click here](#) and type location]  
Period of Employment: [ [Click here](#) and type the period From / To or Until or Permanent]  
Commencing Salary: [ [Click here](#) and type salary]  
Commencement Date: [ [Click here](#) and type date].

The employment conditions for this position are governed by <the Award or Agreement Name/an employment contract that you will be required to sign prior to commencement>.  
Your new location will be: [ [Click here](#) and type location].

This promotion represents a change in the terms of your employment, and is subject to your acceptance of the new role and employment contract / remuneration package offered. A job description is attached. To accept the promotion, please sign one copy / the attached contract and return it to me before your commencement date.

Remuneration details are as follows:

<b>New salary</b>	Commencing at \$ with future increments to a maximum of: \$ (Increments are subject to satisfactory performance reviews).
<b>Leave entitlement</b>	
<b>Hours of work</b>	
<b>Fringe benefits</b>	

If you have any queries regarding your promotion, please call me on:  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

encs. Job description

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

Thank you for your interest for the position of: [ [Click here](#) and type job position].

I regret to inform you that although your application was well received, you were unsuccessful on this occasion. The reason given is [ [Click here](#) and type reason(s)].

The General Manager has expressed the hope that you will not be discouraged, and will apply for other positions in the future.

You should also be aware that you do have the right of appeal. In you wish to appeal the decision, please call me on [ [Click here](#) and type telephone number(s)] to obtain the necessary appeal form.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

#### DISCIPLINARY HEARING

A disciplinary hearing is being held to discuss [ [Click here](#) and type subject].

The hearing will be held at:

Time: [ [Click here](#) and type time]

Date: [ [Click here](#) and type date]

Location:[ [Click here](#) and type location].

You are entitled to attend the hearing, and to be accompanied by a union representative or friend.

If you do not wish to attend the hearing, it will take place in your absence.

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

#### DISCIPLINARY ACTION / SUSPENSION NOTICE

Allegations of <serious> misconduct have been made against you. On initial consideration I believe the allegations may be substantiated. These allegations involve:

[ [Click here](#) and type details of allegations].

I have appointed an investigator to fully examine these allegations and report any findings to me. Should these allegations be substantiated you will be given an opportunity to respond before any disciplinary action is taken.

Optional Paragraph:

Due to the serious nature of the allegations you are hereby suspended from duty until: [ [Click here](#) and type date].

Should you wish to discuss this issue please contact me on:  
[ [Click here](#) and type telephone number].

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

SHOW CAUSE

Allegations of <serious> misconduct have been made against you. On consideration of the investigator's report I believe the allegations have been substantiated. These allegations involve:

[ [Click here](#) and detail the allegations].

In view of the investigator's report and the nature of the misconduct <and your prior employment history> I intend to:

[ [Click here](#) and type the intended action eg termination, demotion, transfer etc.].

You are hereby requested to show cause why this action should not be taken. Your response should be provided to me in writing within 14 days of receipt of this letter.

A copy of the report is attached for your reference.

Should you wish to discuss this issue please contact me on:

[ [Click here](#) and type telephone number].

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name]

#### WRITTEN WARNING

I refer to previous discussions concerning your performance, in particular:

[ [Click here](#) and type allegations / performance issues].

On consideration of the reports furnished to me I believe the above concerns have been substantiated. This behaviour / level of performance is not acceptable in this company.

You are hereby warned that further occurrences will result in disciplinary action (optional: which may include – list possibilities e.g. termination of employment).

Should you wish to discuss this issue please contact me on:

[ [Click here](#) and type telephone number].

Yours sincerely

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

Dear colleague

I am pleased to advise that you have been awarded an increase in salary. The details are as follows:

<b>Present salary</b>	<b>\$</b>		
<b>New salary</b>	<b>\$</b>		
<b>Amount of increase</b>	<b>\$</b>		
<b>Percentage increase</b>	<b>%</b>		
<b>Effective date</b>			

If you have any queries regarding your pay increase, please call me on:  
[ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]  
[ [Click here](#) and type department ]

Dear [ [Click here](#) and type recipient's first name ]

I would like to personally commend you for your excellent work on the [ [Click here](#) and type project name ] project. I feel that your efforts have made a significant contribution to the undoubted success of that project.

It has been a pleasure working with you as part of the team.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's name ]  
[ [Click here](#) and type department ]

#### TERMINATION OF EMPLOYMENT

I refer to your employment in the position of [ [Click here](#) and type job title].

As a result of [ [Click here](#) and type the reason], your services are hereby terminated effective from [ [Click here](#) and type date].

Should you wish to discuss this termination please contact me on [ [Click here](#) and type telephone number].

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

To whom it may concern

RE: [ [CLICK HERE](#) AND ENTER PERSON'S FULL NAME]

[ [Click here](#) and enter persons first name] commenced work with our company on [ [Click here](#) and enter start date] as a [ [Click here](#) and enter starting position]. He/She left our employment on [ [Click here](#) and enter finish date] having risen to the position of [ [Click here](#) and enter final position]. During that time, he/she was a valuable employee – demonstrating loyalty, good technical knowledge, willingness and capacity to learn, and a commitment to customer service.

He/she will be very much missed, and we wish him/her well in his/her future career.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

To whom it may concern

RE: [ [CLICK HERE](#) AND ENTER PERSON'S FULL NAME]

We can confirm that [ [Click here](#) and enter persons first name] commenced work with our company on [ [Click here](#) and enter start date] in the position of a [ [Click here](#) and enter starting position]. He/She left our employment on [ [Click here](#) and enter finish date].

We wish him/her well in his/her future career.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

## Details of supplier's quality system

What is the quality management status of your organisation?

Certified system	Completed system	System in development	No system
<p>Based on what standard?</p> <p>ISO 9001 / 9002 Other...</p>	<p>Based on what standard?</p> <p>ISO 9001 / 9002 Other...</p>	<p>Based on what standard?</p> <p>ISO 9001 / 9002 Other...</p>	<p>Do you intend to implement a system?</p> <p>Yes / No</p>
<p>Name of certification body</p>	<p>Do you intend to seek certification?</p> <p>Yes / No</p>	<p>Planned completion date</p>	<p>If 'Yes', please keep us advised of progress</p>
<p>Certificate number</p>	<p>Please keep us advised of progress</p>	<p>Please keep us advised of progress</p>	
<p>Please provide copy of certificate &amp; schedule</p>			

Notes:

<b>The Quality Manager</b> Your company Address Tel / Fax / Email	Your Company Logo	<b>OFFICE USE ONLY</b>			
		<b>Supplier No.</b>			
		<b>Date returned</b>			
		<b>Received by</b>			

## Suppliers – Quality System Status

Contact details

<b>Supplier Name</b>			
<b>Address</b>			
<b>Tel 1</b>		<b>Tel 2</b>	
<b>Email</b>		<b>Web site</b>	
<b>Fax</b>		<b>Mobile</b>	

# Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>Position</b>	[ <a href="#">Click here</a> and type your job position]
<b>Tel</b>	[ <a href="#">Click here</a> and type your telephone number]
<b>To</b>	All employees
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Quality Management System
<b>Details</b>	

The company is currently in the process of developing a quality management system based on the international quality standard [ [Click here](#) and type standard e.g. ISO 9002:1994].

The aim of this system is to help ensure that we always meet agreed requirements in the provision of our products / services to our customers.

It is intended to seek certification of our system by an independent certification body. It is the view of company management that a certified quality system is essential to ensuring customer satisfaction and the continued growth of our business.

The requirements of the quality standard are simply good business practice and - for the most part - our existing activities and processes already comply with those requirements. However, there is a need to formalise certain procedures and put feedback mechanisms into place that will ensure continued improvement throughout the business.

A small team has been put together to develop the system documents. However, for the system to be successful, the company is relying on all employees to co-operate and contribute where they can.

In the coming months, members of the quality team will be hosting introductory training sessions where system will be explained to you in greater detail. All employees will be given the opportunity to attend one of these sessions. Where necessary, arrangements will be made to provide covering staff during your attendance.

Business improvement is in everyone's interest, and I urge you to make every effort to be involved.

In the meantime, if you have any queries or concerns on security or loss prevention, please call me on the above number.

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your enquiry about our quality management system. I am delighted to confirm that as a reflection of our long-term commitment to quality, we are in the process of implementing a quality management system based on the international quality standard - [ [Click here](#) and type number of standard].

The development of our system documents has commenced and is due for completion by [ [Click here](#) and type date]. We expect staff training and full implementation to be complete by [ [Click here](#) and type date]. We are currently seeking quotations for certification services, and aim to achieve independent certification of our system by [ [Click here](#) and type date].

If you have any queries or require further information regarding the above, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Enc.  
Catalog  
Priority customer order form

Our Ref: [ **Click here** and enter reference ]  
[ **Click here** and enter date ]

[ **Click here** and type contact name ]  
[ **Click here** and type organisation name ]  
[ **Click here** and type address ]

Dear [ **Click here** and type name]

Thank you for your enquiry about our quality management system. I am delighted to confirm that as a reflection of our long-term commitment to quality, we have in place a quality management system based on the international quality standard - [ **Click here** and type number of standard].

As further evidence, I am pleased to enclose a copy of our schedule and certificate - as issued by the accredited certification body - [ **Click here** and type name].

If you have any queries or require further information regarding the above, please don't hesitate to call me on the following number(s): [ **Click here** and type telephone number(s)].

Regards,

[ **Click here** and type your full name]  
[ **Click here** and type your job position]

Enc.  
Copy of schedule  
Copy of certificate

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

We are currently developing a quality management system based on the international quality standard [ [Click here](#) and type standard]. We anticipate completion of our documents by [ [Click here](#) and type date], and implementation of our system by [ [Click here](#) and type date]. We aim to achieve certification at the earliest opportunity, and you are invited to submit your costed proposals for certification services.

We are engaged in [ [Click here](#) and type activity], and we have approximately [ [Click here](#) and type number of staff] staff at our premises in [ [Click here](#) and type location].

We look forward to your response, and would be pleased to meet with you to discuss the matter further.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

## **YOUR COMPANY ACHIEVES ISO 9000 QUALITY CERTIFICATION!**

Here at [ [Click here](#) and type company name ] we have always had a strong commitment to quality. That commitment has now been independently confirmed with our recent certification to ISO 9001:1994. We have a documented system of controls over all activities that may affect the quality of service we provide to you – our valued customer.

Certification of our quality management system was issued after an audit of our policies, procedures, resources, methods and training. We now proudly hold quality certificate No. [ [Click here](#) and type number ] issued by [ [Click here](#) and type issuing body ].

You may look to this certification for assurance of our commitment to continuous improvement and customer service.

If you have any queries or require further information regarding our quality system, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

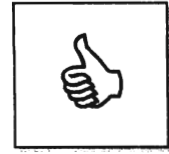
Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]



# QUALITY SYSTEM

## Continuous Improvement



[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name ]

RE: IMROVEMENT SUGGESTION - [ [Click here](#) and type subject ]

Thank for your recent suggestion for improvement. It has been added to our database as No. [ [Click here](#) and type number].

It is currently being reviewed by those responsible for the area concerned. I will keep you posted as to the outcome of that review. Whatever action is decided upon, all suggestions for improvement are welcome, and I thank you again for taking the time to put your idea forward for consideration.

Please feel free to contact me at any time.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]



# QUALITY SYSTEM

## Continuous Improvement

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name ]

RE: IMROVEMENT SUGGESTION - [ [Click here](#) and type subject ]

Your recent suggestion for improvement has been reviewed by those responsible for the area concerned. As a result of this review, it has been decided to [ [Click here](#) and summarise action ]. It is hoped that this will make a significant improvement to [ [Click here](#) and describe activity being improved ]

Your suggestion will also be included amongst those considered for the "Improvement of the year" award. I wish you good luck for that and thank you again for taking the time to put your idea forward.

If you have any further suggestions for improvement, please feel free to contact me at any time.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]



# QUALITY SYSTEM

## Continuous Improvement

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name ]

RE: IMROVEMENT SUGGESTION - [ [Click here](#) and type subject ]

Your recent suggestion for improvement has been reviewed by those responsible for the area concerned. Following this review, it has been decided not to implement your suggestion at this stage.

The reason given for this decision is [ [Click here](#) and type reason ]. However, your suggestion will remain on the database, and may be reviewed again at some stage in the future.

I would like to thank you again for taking the time to put your suggestion forward.

If you have any further suggestions for improvement, please feel free to contact me at any time.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

# QUALITY SYSTEM Management Review Notice

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and enter first name ]

As part of our program for continuous improvement, a management review of the company quality system has been scheduled.

As one of the invited attendees, please bring any relevant records / information which may assist in the discussions.

Date		Time
Location		
Item	Agenda	Attendance list
1	Minutes of previous meeting	
2	Internal audits	
3	External audits	
4	Customer feedback	
5	Resources	
6	Training	
7	Suppliers & subcontractors	
8	Nonconformances	
9	Improvements	
10	General business	

Please contact me to confirm your attendance.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

I look forward to seeing you at the meeting.

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

# QUALITY SYSTEM

## Document revision notice

Ref: [ [Click here](#) and enter reference ]  
 [ [Click here](#) and enter date ]

[ [Click here](#) and type copy-holder's name ]  
 [ [Click here](#) and type department ]

Dear colleague

As part of our program for continuous improvement, the following quality system documents have been revised.

Doc. No.	Title	Old Rev	Date	New Rev.	Date

Records indicate that you are a copy-holder of these documents. To ensure the compatibility of documents in circulation, please take the following steps:

1. Destroy / return previous copy
2. Replace with new copy (enclosed)
3. Complete and return confirmation slip

If you have any queries, please call me on: [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
 [ [Click here](#) and type your job position]

-----  
 Please complete and return to: [ [Click here](#) and type your name/address]

I confirm that I have destroyed / enclosed obsolete copies of document No(s):

--	--	--	--

These have been replaced with the latest revisions.

<b>First name</b>		<b>Last name</b>			
<b>Job position</b>		<b>Date</b>			

# QUALITY SYSTEM

## Document deletion notice

Ref: [ [Click here](#) and enter reference ]  
 [ [Click here](#) and enter date ]

[ [Click here](#) and type copy-holder's name ]  
 [ [Click here](#) and type department ]

Dear colleague

As part of our program for continuous improvement, the following quality system documents are now considered to be obsolete, and have been deleted from the database.

PLEASE NOTE THAT THERE ARE NO REPLACEMENT DOCUMENTS BEING ISSUED.

Doc. No.	Title	Rev	Date

Records indicate that you are a copy-holder of these documents. To ensure that there are no obsolete documents in circulation, please take the following steps:

1. Destroy / return previous copy
2. Complete and return confirmation slip

If you feel there is any reason why you need to retain a copy of this obsolete document, or if you have any other queries, please call me on: [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
 [ [Click here](#) and type your job position]

-----

Please complete and return to: [ [Click here](#) and type your name/address]

I confirm that I have destroyed / enclosed obsolete copies of document No(s):

<b>First name</b>		<b>Last name</b>	
<b>Job position</b>		<b>Date</b>	

# QUALITY SYSTEM Improvement Request

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name ]

RE: IMPROVEMENT REQUEST No. [ [Click here](#) and type number]

This improvement request is attached for your attention. Could you please take the appropriate action, complete the 'Action taken' section, and return to me by no later than: [ [Click here](#) and type date]

If you have any concerns or queries on this matter, please feel free to contact me at any time.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]



# QUALITY SYSTEM Improvement Reminder

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and enter first name ]

RE: IMPROVEMENT REQUEST No. [ [Click here](#) and enter number ]

This improvement request was forwarded to you for action on [ [Click here](#) and enter date ]. Although you may have taken action, there is no record of that action being taken or of the request being returned. A copy of the original request is attached. Could you please advise of progress as soon as possible. To meet the corporate policy aim of continuous improvement, it is essential that these requests are dealt with promptly.

If you have any queries on this matter, please contact me.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

# QUALITY SYSTEM Nonconformance Memo

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name ]

RE: NONCONFORMANCE REPORT No. [ [Click here](#) and type number]

This nonconformance report is attached for your attention. Could you please take the appropriate action, complete the 'Action taken' section, and return to me by no later than: [ [Click here](#) and type date]

If you have any concerns or queries on this matter, please feel free to contact me at any time.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]



# QUALITY SYSTEM Nonconformance Reminder

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and enter first name ]

RE: NONCONFORMANCE REPORT No. [ [Click here](#) and enter number ]

This nonconformance report was forwarded to you for action on [ [Click here](#) and enter date ]. Although you may have corrected the problem, there is no record of the action being taken or of the report being returned. A copy of the original report is attached. Could you please advise of progress as soon as possible.

If you have any concerns or queries on this matter, please contact me.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

# Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>Position</b>	[ <a href="#">Click here</a> and type your job position]
<b>Tel</b>	[ <a href="#">Click here</a> and type your telephone number]
<b>To</b>	[ <a href="#">Click here</a> and enter name(s)]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	Quality auditor training
<b>Details</b>	

As you are aware, The company is currently in the process of developing a quality management system based on the international quality standard:  
[ [Click here](#) and type standard e.g. ISO 9002:1994].

To help ensure continued improvement throughout the business, we need to carry out regular internal quality audits. Provided that we have an adequate number of auditors, this should only require the time of each individual auditor for a few days per year.

You have been selected as a potential auditor and are invited to the following training session:

<b>Date</b>				<b>Time</b>	
<b>Location</b>					

The training involves both theory and practical. There is no examination. Certificates will be issued to those that complete the training, and noted in the employee's training record.

Quality audits can be rewarding and improve your knowledge of various aspects of the business. I urge you to make every effort to be involved. Could you please call me on the above number to confirm your attendance.



# Quality Memo



## Internal Audit Scheduled

<b>Memo To</b>	

As part of our efforts to achieve continuous improvement, and maintain ISO 9000 certification of our quality management system, the following internal quality audit has been scheduled.

<b>Scope of audit</b>			
<b>Date</b>			<b>Time</b>
<b>Location</b>			
<b>Person responsible for activities being audited</b>			<b>Contact Telephone</b>
Please ensure that suitable personnel and records are available to assist the auditor in performing the audit.			
<b>Auditor</b>			<b>Contact Telephone</b>
Please ensure that you have read the appropriate documents, and are fully prepared with a checklist for performing the audit.			

If you are aware of any difficulties or reason why the audit should not take place at the scheduled time / date, please contact me as soon as possible.

- [ [Click here](#) and enter your name ]
- [ [Click here](#) and enter job position ]
- [ [Click here](#) and enter contact details ]

# QUALITY SYSTEM Calibration Notice

[ [Click here](#) and enter date ]

[ [Click here](#) and type recipient's full name ]

[ [Click here](#) and type department ]

Dear [ [Click here](#) and type first name ]

RE: EQUIPMENT CALIBRATION

As part of our ISO 9000 quality management system, we have a planned program to calibrate our inspection, measuring and test equipment. The following schedule is provided for equipment due for calibration in your area over the next 12 months. Could you please ensure that the required calibration is performed and recorded as per the relevant instructions.

Item No.	Description	Calibration Date	Hyperlinks to instructions
001	Johnson Multi-meter type 62	15 April 2000	<a href="#">WI-001.doc</a>

If any of the listed equipment is no longer in service, or if you have any concerns or queries on this matter, please contact me.

Telephone: [ [Click here](#) and type your telephone number]

Email: [ [Click here](#) and type your email address]

Regards,

[ [Click here](#) and type your full name]

[ [Click here](#) and type your job position]

	WI No. x
YOUR COMPANY	Rev 0
QUALITY SYSTEM DOCUMENT	22 October 1999
	Page x

# Instructions for calibration

## PURPOSE

We calibrate our inspection, measuring and test equipment to ensure the accuracy of readings taken.

## SCOPE / APPLICATION

This instruction applies to calibration of: Johnson Multi-meter range from 1992 to date.  
Calibration will be performed at least once in every 12 months.

## REFERENCES

Johnson Multi-meter User's guide  
Calibration record - Form xxx

## RESPONSIBILITY

Service Manager or delegate

## METHOD

<b>Step 1</b>	
<b>Step 2</b>	
<b>Step 3</b>	
<b>Step 4</b>	
<b>Step 5</b>	

## RECORDS

Service Manager or delegate enters calibration results in the Form xxx. Completed forms are filed in:

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

## ***RE: SUPPLIERS – QUALITY SYSTEM STATUS***

Our quality system provides assurance to our customers that we will always keep our promises. Our suppliers play an integral part in helping us to make this assurance.

When choosing suppliers in future, we intend to give preference to those that have implemented quality management systems. To ensure your position on our list of preferred suppliers, please complete and return this form.

Thank you in anticipation.

*Helen Hayes*  
Quality Manager

Encs. Supplier's QA status form



# Quality Memo



<b>From</b>	[ <a href="#">Click here</a> and type your full name]
<b>To</b>	[ <a href="#">Click here</a> and type names or groups]
<b>Date</b>	[ <a href="#">Click here</a> and enter date ]
<b>Subject</b>	[ <a href="#">Click here</a> and type subject ]
<b>CONFIDENTIAL - NOT TO BE SHOWN OUTSIDE OF THE COMPANY</b>	
[ <a href="#">Click here</a> and type memo]	
If you have any comments or queries on the above, please contact me.	
[ <a href="#">Click here</a> and type your full name]	
[ <a href="#">Click here</a> and type your job position]	
Telephone: [ <a href="#">Click here</a> and type your telephone number]	
Email: [ <a href="#">Click here</a> and type your email address]	

**"Quality is Everyone's business"**

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

To help us improve the efficiency of our ordering process, we are currently preparing a list of preferred suppliers. I am pleased to advise that your company is invited to apply for inclusion on the list.

An application form is enclosed. To be considered for inclusion on the list, please complete the application form and return to me by no later than: [ [Click here](#) and type date].

Please note that inclusion on the list:

- a) Is subject to consideration and review.
- b) Does not constitute any guarantee to order products / services.
- c) Does not guarantee consideration as a supplier for any particular order or project.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for providing us with details about your company and the products / services that you offer.

After giving the matter our consideration, I am pleased to advise you that your company has been added to our list of preferred suppliers.

Please note that your inclusion on the list does not constitute any guarantee to order products / services from you, or that you will necessarily be considered as a supplier for any particular order or project.

Continued inclusion on the list is subject to periodic review of our requirements and the performance of suppliers.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for providing us with details about your company and the products / services that you offer.

After giving the matter due consideration, I regret to inform you that at present we are not able to include your company on our list of preferred suppliers.

Please note that you may still be considered as a supplier for a particular order or project.

Our list of preferred suppliers is subject to periodic review of our requirements and the performance of suppliers. We will keep your details on file, and may contact you again in the future regarding to this matter.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

It has been brought to my attention that there have been a number of problems relating to orders placed with your company. These problems are as follows:

[ [Click here](#) and list problems or refer to other documents]

Please advise urgently of any actions you have taken or are taking to overcome these problems and eliminate their cause(s).

Our list of preferred suppliers is subject to periodic review of our requirements and the performance of suppliers. If we are not adequately assured that the performance of your company will consistently meet the agreed requirements, we may no longer be able to include you on our list of preferred suppliers.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ **Click here** and enter reference ]  
[ **Click here** and enter date ]

[ **Click here** and type contact name ]  
[ **Click here** and type organisation name ]  
[ **Click here** and type address ]

Dear [ **Click here** and type name]

Our list of preferred suppliers is subject to periodic review of our requirements and the performance of suppliers. After a recent review, I regret to inform you that at present we are no longer able to include your company on our list of preferred suppliers.

This is not a reflection on the performance of your company, but due to changes in our ordering requirements. Please note that you may still be considered as a supplier for a particular order or project.

We thank you for the service you have provided us in the past. Our list of preferred suppliers will be subject to further reviews, and should your company be considered suitable for future ordering requirements we will contact you to discuss the matter.

Regards,

[ **Click here** and type your full name]  
[ **Click here** and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Our list of preferred suppliers is subject to periodic review of our requirements and the performance of suppliers. After a recent review, I regret to inform you that at present we are no longer able to include your company on our list of preferred suppliers.

This is due to:

[ [Click here](#) and type reason(s) e.g. inadequate insurance, late/incomplete deliveries etc.]

(Optional) Our list of preferred suppliers will be subject to further reviews, and should your company be able to demonstrate that you can meet our ordering requirements, we may contact you to discuss re-admittance to the list.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

RE: [ [Click here](#) and type project name]

We seek your quotation for provision of the following products / services:

No.	Description
1	
2	
3	
4	
5	

The required delivery / installation / completion date is:  
[ [Click here](#) and type date]

Please forward your quotation in writing by no later than:  
[ [Click here](#) and type date]

If you have any queries regarding these requirements, please don't hesitate to call me on the following number(s): [ [Click here](#) and type telephone number(s)].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your quotation No. [ [Click here](#) and type name] .

I am pleased to confirm our acceptance of this quotation, and enclose our purchase order / have arranged for a purchase order to be issued.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank you for your quotation No. [ [Click here](#) and type name].

I regret to inform you that on this occasion, your quotation has not been accepted.

We are grateful that you took the time to provide us with your quotation, and hope to give you the opportunity to quote for other requirements we may have in the future.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

RE: [ [Click here](#) and type subject]

Thank you for providing us with your quotation for the above.

We have given the matter our most serious consideration and the products / services you have offered do appear to meet our requirements. Unfortunately, the price quoted exceeds our budget.

To help us to proceed, we would ask that you review your quotation with a view to providing any possible options to reduce the price.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

## **Invitation to tender**

For

[ **Click here** and type name of project ]

Tenders are invited for the services of a qualified, skilled and experienced  
[ **Click here** and enter profession ] to [ **Click here** and type summary of task ].

It is expected that the successful tenderer will be able to demonstrate prior experience and successful outcomes on similar projects in [ **Click here** and describe sector or industry ].

Tenders must be lodged in accordance with the attached specification and conditions of tender.  
They must be placed in a sealed envelope in the tender box at:  
[ **Click here** and enter address ].

The front of the envelope should be marked: "Tender No. [ **Click here** and enter number ]".

This invitation to tender closes at:

[ **Click here** and enter time ]

on

[ **Click here** and enter date ]

Incomplete or late tenders will not be considered.

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

RE: [ [Click here](#) and type project name]

Thank you for your tender / quotation for the above project.

I am pleased to inform you that your tender has been successful, and have arranged for a purchase order to be issued.

A pre-start meeting has been arranged for:

<b>Date</b>	
<b>Time</b>	
<b>Location</b>	

You will be required to provide the following items at the meeting:

[ [Click here](#) and list items e.g. insurance certificates, licences, project plans etc.]

Please confirm your availability by no later than: [ [Click here](#) and type date]

We look forward to working with you on this project.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

RE: [ [Click here](#) and type subject]

Thank you for your tender for the above project.

I regret to inform you that on this occasion you were not successful. We are grateful that you took the time to provide us with your tender, and hope to give you the opportunity to tender for other work in the future.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

RE: [ [Click here](#) and type project name]

Thank you for your tender / quotation for the above project.

I am pleased to inform you that your tender is currently under consideration. We require confirmation / clarification of the following item(s)

No.	Description
1	
2	

To allow us to further evaluate your tender, please respond by no later than:  
[ [Click here](#) and type date]

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

We would like to commend you and your company for your excellent work on the [ [Click here](#) and type name] project.

We feel that your effort and attention to detail have made a significant contribution to the undoubted success of that project.

It has been a pleasure having you involved in the team, and we look forward to working with your company again.

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

RE: PURCHASE ORDER No. [ [Click here](#) and type number]

On [ [Click here](#) and type date of order], we ordered [ [Click here](#) and type product name] from your company. A copy of the purchase order is attached for your reference.

The required delivery date was specified on our order as [ [Click here](#) and type delivery date ].

That date has now passed, and we have not received the product or any contact from you regarding the order. Please advise why the delivery has not been effected on time, and when you anticipate making delivery.

If we do not receive a timely response or delivery, we reserve our right to cancel this order.

Yours faithfully,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

RE: PURCHASE ORDER No. [ [Click here](#) and type number]

On [ [Click here](#) and type date of order], we ordered [ [Click here](#) and type product name] from your company.

The required delivery date was specified on our order as [ [Click here](#) and type delivery date ].

That date has now passed, and we have not received the product or any contact from you regarding the order.

As you have not delivered in accordance with the requirements of the order or provided any valid reason for your failure to do so, we therefore cancel this order forthwith.

Yours faithfully,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

On [ [Click here](#) and type date of purchase] we purchased a [ [Click here](#) and type product name] from your company. A copy of the receipt is attached for your reference.

I regret to inform you that the product has proven to be unsatisfactory. [ [Click here](#) and type reason ].

We consider the product to be unfit for the purpose for which it was sold, and request either a full refund or replacement.

Yours faithfully,

Our Ref: [ **Click here** and enter reference ]  
[ **Click here** and enter date ]

[ **Click here** and type contact name ]  
[ **Click here** and type organisation name ]  
[ **Click here** and type address ]

Dear [ **Click here** and type name]

Thank for inviting us to [ **Click here** and type event]. I am pleased to confirm that we do intend to join you at the event.

Those hoping to attend are:  
[ **Click here** and list names].

Please consider myself as a contact point for any further information provided to attendees from our company.

Could you please advise of security access and transport arrangements.

Regards,

[ **Click here** and type your full name]  
[ **Click here** and type your job position]

Our Ref: [ [Click here](#) and enter reference ]  
[ [Click here](#) and enter date ]

[ [Click here](#) and type contact name ]  
[ [Click here](#) and type organisation name ]  
[ [Click here](#) and type address ]

Dear [ [Click here](#) and type name]

Thank for inviting us to [ [Click here](#) and type event]. Unfortunately, we will not be able to attend on this occasion due to prior commitments. However, we would welcome any further information that you may be able to provide on [ [Click here](#) and type subject].

Regards,

[ [Click here](#) and type your full name]  
[ [Click here](#) and type your job position]