

ABSTRACT

Correspondence is one way of communication used in business. Due to the development of technology, correspondence underwent a slight change in its writing. In addition to correspondence done by sending letters by post, correspondence are also sent by email, which makes correspondence easier to send and receive. The correspondence is more challenging if written in English, especially since the letter's sender is not a native. Start from the procedure and sequence of writing letters in English to the tones that must be generated when writing a letter. Later, the recipient of the letter is easy to understand the contents of the letter. Based on such analysis, a method to writing a good letter and several correspondence language tones were found. Several methods and correspondence language tones including, less is more, pay attention to names, titles, and genders, take into consideration the Wh – questions, consider your readers, proofread twice, ask for feedback or (re)action, pay attention to the introduction and to the conclusion, ask for help, keep the politeness by reply quickly and precisely, use a tone that is not made up, provide complete instructions to the reader of the letter, giving a warm and friendly impression.

Keywords: business correspondence, correspondence methods, correspondence language tones, email.