

TABLE OF CONTENTS

RATIONALE	1
GENERAL FORMAT	3
Salutation	5
Body	5
Closing	6
SOCIAL LETTERS	7
Apologies	7
Condolences	8
Congratulations	10
Invitations	13
Thank you's	14
BUSINESS LETTERS	16
Acknowledgments	16
Applications	17
Complaints	19
Invitations	21
Orders	22
Requests	23
POSTCARD GREETINGS	24
GLOSSARY	25
ZIP CODE ABBREVIATIONS	26