

## **RESOURCES:**

<http://www.4hb.com/letters/> - Over 500 model business letters

<http://www.toolkit.cch.com/tools/tools.asp> - a wealth of model professional documents

<http://www.43folders.com/2005/09/19/writing-sensible-email-messages/> - writing good email messages

<http://www.eslgo.com/resources/ba/bizemail.html> - do and don't in email writing

<http://www.bbc.co.uk/worldservice/learningenglish/business/> - a great self-access mini-course of Business English online

<http://www.britishcouncil.org/professionals.htm> - more resources to improve your professional English

## **USEFUL BOOKS**

Ashley, A. (2006), *Oxford Handbook of Commercial Correspondence*, Oxford University Press.

Griffin, J. (1997), *The Complete Handbook of Model Business Letters*, Prentice Hall Press

Taylor, S. (2003), *Model Business Letters, E-mails & Other Business Documents*, Pearson Education, 6th Edition, Paperback, 528 pages, £24.99