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BUSINESS CORRESPONDENCE AS A FORM OF COMMUNICATION

The success of a modern specialist largely depends not only on the knowledge and skills of professional activity, but also on his ability to correctly express opinions, conduct business meetings, and draw up documents. A high level of formality in business communication requires compliance with special requirements for drafting documents.

Formal correspondence is of great importance in business communication. It has its own genres, structure, means, etc. Business correspondence helps to establish relations with business partners, ensure a high level of enterprise activity, and successfully implement the foreign policy interests of the state. The successful resolution of important issues is largely determined by the quality, accuracy, and literacy of the concluded documents (Сукаленко & Ладиняк, 2020, 117).

Features of modern business letters are the variety of their types, clear structure, use of typical expressions, and stylistic language devices. Service letters perform a number of important functions: informative (reporting of facts and information); organizational (coordinating the activities of organizations); legal (the letter is an official document) (Haigh, 2006, 201).

The purpose of business correspondence is to convey information and communicate effectively with the intended recipients. It can also be used to request information or make decisions. Business correspondence often involves using of standard forms, such as business letters, memos, and reports. These forms are used to convey specific messages clearly and concisely. Business letters are typically used to convey important information to customers, vendors, and other stakeholders. They

are often used to inform stakeholders of changes, new products, or services. Memos are typically used to communicate internally to employees and other stakeholders. Reports are often used to present findings and make recommendations. Business correspondence should be written in a professional manner that adheres to the conventions of formal business writing. This includes using proper grammar and spelling, as well as a formal tone. It is important to use clear, concise language that conveys the intended message. Additionally, it is important to use the appropriate format for the type of correspondence being sent.

The motive of communication is formed and the goal is determined. Then the contact is established and the business communication partner is evaluated. Next, the preliminary plan of the letter is considered, correct language tools are selected, the text of the letter is written, and feedback is established.

Official correspondence involves the implementation of a specific goal, compliance with a certain structure, style, and clarity of content. When writing a letter, you should be concise, present important information clearly and meaningfully, avoiding unnecessary comments, indents, and explanations.

A modern official letter is acquiring new features and is increasingly presented in electronic form. This opens up greater opportunities for establishing connections between various participants in business communication, despite their spatial distance from each other. An electronic business letter is sent to the e-mail address of the recipient. Its advantages are the speed of information sending and response receiving, and the ability to send a message to various e-mail boxes.

While e-mails and text messages may be used more frequently today, the business letter remains a common form of written communication.

Doing business means working out agreements with other people, sometimes through elaborate contracts and sometimes through nothing but little standard forms, through exchanges of letters. Therefore, anyone engaged in any type of business

should be well-versed in the complex science of writing letters and contracts (Nyzhnikova, 2011, 77).

With the proper use of business correspondence, businesses can effectively communicate with their customers and employees, and ensure that their messages are received and understood.

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