

ACKNOWLEDGMENT LETTER

An **acknowledgment letter** is a response that clarifies what is expected from you. An acknowledgment letter should be sent within two days of receiving the original letter, report, order, or request.

Consider these tips when writing an acknowledgment letter (Figure 3.4):

- Include a short apology if the acknowledgement letter is delayed.
- If you are responding to a complaint, be courteous and apologize for any inconvenience or problem.
- Be sincere.
- The letter should be addressed to a specific person if possible.

Acknowledgment letters are typically written to:

- Accept a request to serve in an honorary position or a resignation.
- Express appreciation for a suggestion.
- Acknowledge a customer's order or donation or payment of an overdue balance.
- Acknowledge the receipt of a report or letter, the receipt of a résumé, or the return of an item for refund, exchange, or credit.
- Confirm an appointment or meeting, a business agreement, or an error, revision, or correction.
- Celebrate an anniversary of employment.

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Figure 3.4 Acknowledgment Letter

Isha Foundation
 951 Isha Lane
 McMinnville, TN 37110

August 20, 2011

Jeff Collins
 3111 North Amber Lane
 Nashville, TN 37213

Subj.: Tax Year 2011

Dear Mr. Collins,

Thank you for your recent donation of \$500 for our outreach program, Isha Care. Your gift will allow us to continue our efforts to provide free medical care to the residents of rural Tennessee.

Your donation is fully tax-deductible, and this letter may serve as a receipt for your tax records. This letter also verifies that you have not received any tangible benefits in return for your donation.

Your generous gift assures a continued investment in the future of Tennessee.

Thank you.

Dr. Jane Morgan
 Dr. Jane Morgan
 President, Isha Foundation Inc. USA

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