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*Robert W. Bly, Regina Anne Kelly*

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Here you'll find the most complete and up-to-date collection of model business correspondence for every conceivable occasion--sample letters, memos, and e-mails you can use as is or adapt for your own purposes. This invaluable reference contains more than 300 model letters with instructions for adapting each to your particular situation. Letters are organized into chapters by category, and the detailed table of contents guides you quickly to the letter that best suits your needs.

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