Assignment Due: Standard Business Letter (see Chapter 4 more details)

According to the author, business letters are the most important and official writing that you will do on your job. Please note there are various types of business letters. Please select one type of business letter from the list below:

a) Inquiry
b) Special request
c) Sales letter
d) Customer relations
   1) Follow-up letter
   2) Complaint letter
   3) Adjustment letter
   4) Collection letter

and write an one page formal letter regarding the subject matter. You may select either a full-block or modified format but you must follow the instruction as listed on page 82. Please see the guideline on printing professional looking letters (pg# 83). Please make sure that your letter includes formal letter head, date line, inside address, salutation, body of letter, complimentary close, enclosure and copy to as outlined on page #86.

Letter of Inquiry

Write a letter of inquiry to a utility company, a safety or health care agency, or a company in your town and ask for a brochure describing its services to the community. Be specific about your reasons for requesting the information.

Special Request

You are the supervisor of a team of employees. One of your employees is constantly late to work. You have spoken to him/her on more than one occasion. Write a letter to the employee stating that he/she is being put on notice for excessive lateness, and include a copy to human resources.

Sales Letter

Choose one of the following and write a sales letter addressed to an appropriate audience on why they should:

a) work for the same company you do
b) use a particular software program
c) visit your website or
d) Find an ineffectively designed document – a form, a set of instructions, a brochure, a section of a manual, a story in a newsletter – and assume that you are a document design consultant. Write a sales letter to the company or agency that prepared and distributed the document, offering to redesign it and any other documents they have. Stress your qualifications and include a sample a sample of your work. You will have to be convincing and diplomatic- precisely and professionally persuading your reader that they
need your services to improve their corporate image, customer relations, and sales or services

**Follow up Letter**

Send a follow up letter to one of the following individuals:
- a) a customer who informs you that she will no longer do business with you firm because your prices are too high
- b) a customer who exchanged a coat for the purchase price
- c) a customer who purchased a used car from you and who has not been happy with warranty service
- d) a company that bought software from you nine months ago, alerting them to improvements in the software

**Complaint Letter**

Write a complaint letter about one of the following:

- a) discourteous service you received on an airplane or bus
- b) misleading representation by a salesperson
- c) incorrect information given at Website
- d) a shipment that arrived late and damaged

**Collection Letter**

Write a collection letter:

- a) Your largest and best customer is 60 days overdue in making his/her payment.