

## **LETTER ASSIGNMENT (worth 12.5% of grade)**

### **(Typed Rough Draft due Week Two, Final Letter due Week Three)**

**Instructions:** Choose one of the suggested topics below and write a letter per your text information (chapters 7, 8, your appendix, and other examples throughout your text) and class discussions. See also the information at <http://kareyperkins.com/classes/227/227letters.pdf> Use Block style and “page design” (see <http://kareyperkins.com/classes/227/227pagedesign.pdf> and your textbook) for your letter. You will make up the company name and purpose – suggested purposes are below. Maximum length will be two (2) pages, but shorter letters (one page) that still accomplish your objective are always preferred in a professional environment.

#### **Topics:**

**A.** Write a **Good News Letter**. Possible topics include:

- To commend employee
- To offer a raise or promotion
- To hire an employee
- To respond favorably to a routine request

To remember:

- State good news immediately
- Support: give data, facts, explanation, information
- Close with what will happen next

See also your textbook, chapter seven, for more discussion on how to write good news letters.

**B.** Write a **Bad News Letter** (see chapter eight of your text). Possible topics include:

- To reject a job applicant
- To deny a raise
- To refuse a proposal
- To reject a request
- To explain delays in projects
- To make a complaint
- To refuse an adjustment based on complaints

You may use the “**direct approach**” or the “**indirect approach**” to write your bad news letter. See chapter eight of your text for information on each approach, and when it is best to use direct or indirect approaches. If you choose the *indirect approach*, the following steps are recommended in this order:

- Do not begin with bad news
- State common bond or area of agreement
- Strongly emphasize what CAN be done, when possible
- Clear, yet buffered statement of what can NOT be done
- Clearly stated reasons with facts to support
- Close expressing interest in continued association

**C.** Write a neutral, good news, or bad news letter to someone outside your company (that you work for in real life) on some appropriate, real-life, work-related topic.