

TRM 316/IST 366 Assignment #4

Title: Business Correspondence

Due Date: 13 October 2008

You must login and upload the Word 2007 (.docx) file through the class' web server at siu.globaleyes.com prior to midnight on Monday, 13 October.

Chapter 14 Exercises, p. 358

Begin each component of this assignment on a new page.

1. Write the claim letter as outlined in Exercise 1. Be sure to follow the appropriate format for business letters, i.e. number of paragraphs, elements of letters, etc. Refer to page 349 for the sample claim letter.
2. From the company's point of view, write the adjustment letter outlined in Exercise 2. See pages 350-351 for examples.
3. Write a memo to the head of quality control discussing the possible defect in the beverage containers and include some action steps for quality control to follow. Be sure to follow guidelines for memos on pages 352-353.

Grading will be based on the following:

- Format – includes appropriate elements for type of correspondence
 - Level of formality and appropriate tone
 - Professional appearance
 - Correctness – spelling, punctuation, grammar, usage, etc.
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