Course Title: Business Correspondence Improvement

Course Description:
Employ the formats and approaches of office communication in English. Practice grammar and punctuation for real business situations.

Course Prerequisite(s)
Enrollment in or completion of Communications Improvement (ESL) Levels 4 or 5.

Course Objectives:
1. Employ the formats and approaches of office communication in English
2. Practice grammar and punctuation for real business situations

Textbook(s)
Business Correspondence: A Guide to Everyday Writing (Intermediate)
Lougheed, Pearson/ Longman, 2003

Lesson Plan – by week or session
Session 1: Introductions
   Student Data Forms
   Unit 1: Writing a Cover Letter
   Model Cover Letter
   Composing Your Message
   Practice Letters

Session 2: Unit 2: Replying to a Job Applicant
   Accepting/ Rejecting an Applicant
   Composing Your Message
   Letter Practice

Session 3: Unit 3: Requesting a Service
   Model Letter
   Composing Your Message
   Letter Practice

Session 4: Unit 4: Confirming a Service
   Interoffice Memo
   Model Letter
   Composing Your Message
   Gerunds and Infinitives
   Letter Practice

Session 5: Unit 5: Ordering Supplies
   Purchase Orders
   Model Fax
   Composing Your Message
   Letter Practice
Session 6: Unit 6: Confirming an Order
- Purchase Orders
- Order Logs
- Composing Your Message
- Letter Practice

Session 7: Unit 7: Requesting Information
- New Product Information
- Composing Your Message
- Letter Practice

Session 8: Unit 8: Providing Information
- Customer Service and Information
- Composing Your Message
- Clarifying Numbers
- Letter Practice

Session 9: Unit 9: Writing Claim Letters
- Shipping and Receiving
- Model Claim Letter
- Composing Your Message
- Letter Practice

Session 10: Unit 10: Writing Adjustment Letters
- Customer complaints
- Correcting mistakes
- Model Adjustment Letter
- Composing Your Message
- Numbers in Sentences
- Letter Practice

Session 11: Unit 11: Writing Reminder Letters and Collection Letters
- Late Payments
- Collection Notices
- Model Reminder Letter or Collection Letter
- Composing Your Message
- Time Expressions
- Look Forward to + Gerund
- Letter Practice

Session 12: Unit 12: Replying to Reminder Letters and Collection Letters
- Situational Replies
- Gathering Information
- Model Letter: Replying to Reminder Letters or Collection Letters
- Composing Your Message
- Already, Yet and Still
- Commas with Introductory Phrases
- Thank you for + noun or gerund
- Letter Practice

Session 13: Unit 13: Writing Employee Relations Letters
- Letters of Reference
- Employee Announcements
- Letters of Introduction
- Model Letter of Reference
- Composing Your Message
Session 14: Unit 14: Writing Customer Relations Letters
Gathering Facts and Information
New Address, Product Promotion, Product Recall
Model E-mail: Change in Company (Address)
Composing Your Message
Time Markers and the Future Tense
Model E-mail: Product Promotion
Composing Your Message
Being Specific
Being Positive
Model Letter: Product Recall
Composing Your Message
Commas with Lists
Letter Practice

Session 15: Unit 15: Writing Personal Business Letters
Expressing Thanks, Congratulations, Condolences
Model Letter: Expressing Thanks
Composing Your Message
Model Letter: Expressing Congratulations
Composing Your Message
Model Letter: Expressing Condolences
Composing Your Message
Personal vs. Professional
Prepositions
Letter Practice
Student Evaluation of Instruction