

Simply a Better Way to Learn!



S K I L L S U P G R A D I N G

Business Correspondence – Level 1

Course Introduction

This course places emphasis on the acquisition of skills and style mechanics needed to produce personal and office correspondence. The parts of a business letter are examined in detail, as are the guidelines for organizing and writing a letter. Students will learn how to write neutral and inquiry letters, as well as positive and negative letters. Proper punctuation and word usage skills are also addressed.

The latter part of the course deals with creating envelopes and labels using Microsoft Word, as well as writing and managing e-mail using Microsoft Outlook. Writing and creating memos, fax cover sheets, and forms using Microsoft Word templates are also covered.

Course Prerequisite(s)

A level 1 Word Processing course.

Course Aim

To expand and upgrade business correspondence skills.

Of Interest to

Those who use correspondence in their business or personal dealings.

Course Notes

Course manual provided for ongoing reference. There is a final exam upon completion of the course. Participants who receive 75% or higher on their exam will receive a certificate.

Next Level

Business Correspondence – Level 2 (BSC03E2)

Course Breakdown

Lesson 1:

Effective Business Writing; Word Usage; Parts of a Business Letter; Letter and Punctuation Styles; Planning and Organizing a Letter; MS Word Templates

Lesson 2:

Positive Letters - Thank You, Acceptance, Confirmation, Congratulation, and Recommendation Letters; Negative Letters - Complaint, Collection, and Refusal Letters

Lesson 3:

Neutral Letters - Acknowledgement, Deferral, Cover, Order, Condolence, and Apology Letters; Inquiry Letters

Lesson 4:

Parts of an Envelope; Creating Envelopes and Labels with MS Word

Lesson 5:

E-mail Writing Guidelines: E-mail Etiquette and Management with MS Outlook; Creating Fax Cover Sheets with MS Word

Lesson 6:

Parts of a Memo; Memo Layout and Writing Guidelines; Creating Memos with MS Word Templates; Creating Forms with MS Word



BSC03E1-06/03