Business Communication
Writing Routine and Positive Messages

Working in groups, write a letter for each of the following situations listed below. You may fill in as much information as you need. Be sure to use the concepts learned in chapter 7, and be prepared to share your results with the class.

1) You need information about the results of a study the marketing department conducted concerning a new product.

2) You need to ask a former employer for a letter of recommendation.

3) You received a product you ordered from e-bay, but it was not what you expected.