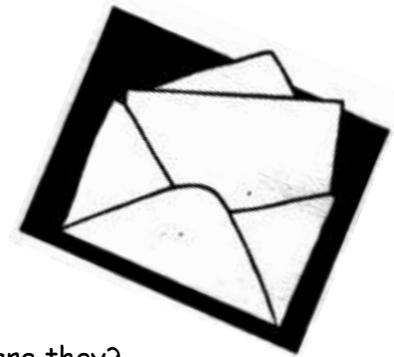


Communications 12
Unit Review: Business Letters



On a separate piece of paper, answer the following questions in complete sentences. All answers can be found in your Business Letter Basics booklet.

- (1) There are five types of business letters. What are they?
- (2) Give a brief definition of each of the five types of business letters.
- (3) Draw a diagram of a basic business letter and label the six parts: body, date, inside address, heading, salutation, and signature.
- (4) How many paragraphs should every business letter have? Despite this general rule, what business letter is easier to write with one extra paragraph?
- (5) List three rules that are specific to each of the five business letters.
- (6) Which two types of business letters include an enclosure after the signature? How do these two enclosures differ in the way they are written on the letter?
- (7) What form of punctuation follows the salutation?
- (8) Listed below are three heading addresses. Unscramble and write in the correct order, as the information should appear on any of the five business letters. Make sure you include correct punctuation.

Box 1200 V1J 5KO BC Fort St. John	Victoria 13 Elmsdale St. V1L JBO BC	BC Williams Lake 10123 - 12 Ave. V1J 5K1
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- (9) Listed below are two inside addresses. Unscramble and write in the correct order, as the information should appear on any of the five business letters. Make sure you include correct punctuation.

12 MacKenzie Cres. S. SOM 1T8 Mrs. Jane Lavender SK Assistant Manager Regina Regent Lawn Care Ltd.	Mr. Jack Plumsworth Nova Scotia 1200 Lavelle Blvd. W. Truro B2J 5M3 Owner Plumsworth Construction
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- (10) List five different ways you could end your letter (Example: Yours truly).

- (11) Read each of the following scenarios and indicate which type of business letter would best suite each situation.

Scenario #1

You want to increase the amount of money each parent receives through the child tax benefit plan.

Scenario #2

You purchased a TV and are unhappy with the picture quality.

Scenario #3

Your Biology 12 teacher gave you an extension on a major project.

Scenario #4

You have the perfect plan to implement a community-wide environmental fundraiser.

Scenario #5

You see an ad in the Alaska Highway News regarding a welding position.

Scenario #6

You took your girlfriend to Fog 'n Suds for dinner and the service was poor.

- (12) Select 10 powerful words and write one sentence for each. Your sentences should be sentences that could be found in any of the five business letters.

Example: Trustworthy - I would be an excellent addition to your team because I am trustworthy, punctual, and fair.