



Writing Business Letter

ASSESSMENT

Total Marks: 30

Answer the following questions:

Q:1: Short Questions: (21)

- I. Outline the steps involved in writing effective business letters.
- II. What are the six parts of a business letter?
- III. Outline the characteristics of persuasion letters.

Q:2: When you are writing a “No” letter what are the guidelines you should keep in mind?
(9)