

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)