

**ASSESSMENT # 4****Total Marks: 30****Answer the following questions:**

1. Briefly explain the following types of letters: (10)
  - a. Requests for information
  - b. Letters of reference (recommendation)
  - c. Letters of refusal
  - d. Letters of persuasion
2. What would you include when setting up a business case? (10)
3. Describe the various parts of a formal report. (10)