

MODULE 14: BUSINESS CORRESPONDENCE PRODUCTION

CODE: 960 146 Duration: 90 hours

A. Plan the work to be done

- Correct interpretation of instructions
- Gathering of all required documents and information

B. Write letters

- Inclusion of main ideas and secondary ideas
- Logical order of ideas
- Careful choice of words and phrases
- Proper linking of paragraphs
- Relevant comments

C. Ensure the quality of text

- Text free of errors in: • spelling • grammar •syntax • conjugation •style

D. Format the text

- Choice of style appropriate to content
- Correct setting of all parameters Inclusion of all sections
- Correct positioning and appearance of all sections
- Appropriate spacing between sections
- Correct importation of files from databases
- File the correspondence
- Correct recognition of the purpose of each document
- Correct determination of the code in accordance with the filing system