

# Take-Home Exam: **Business Communications Exercises**

**Course:** Computer Literacy

**Instructor:** Ms. Ann Gordon

**Semester:** Summer 1999

Name \_\_\_\_\_ Date \_\_\_\_\_

*Complete these exercises as directed. This take-home exam is due next Tuesday. We will go over the exercises in class.*

## **Exercise 5.1 – Making Positive Sentences**

Directions:

The following sentences paint negative images in the mind. Reword these sentences so that they paint a more positive picture for the reader.

NEGATIVE: You do not have the qualifications for the position.

POSITIVE:

NEGATIVE: You neglected to give the shoe size so it is impossible to fill your order.

POSITIVE:

NEGATIVE: Don't wait until the last minute to schedule your appointment.

POSITIVE:

**Exercise 5.2 – Opening Statements For Unfavorable Messages**

Directions:

Using the guidelines from the fifth chapter of the text, improve the following openings.

INEFFECTIVE: We regret to inform you that your application for employment as marketing director with our company has been rejected.

EFFECTIVE:

INEFFECTIVE: Because our tax consulting firm is entering its most busy season, we are unable to provide the free counseling service for the residents of the Newhaven Rest Home.

EFFECTIVE:

INEFFECTIVE: Our community service funds for this year have been earmarked for specific projects so we cannot contribute to your scholarship fund at this time.

EFFECTIVE:

**Exercise 5.3 – Critiquing a Bad News Letter**

Directions:

Edit the following letter, and, on a separate sheet, rewrite the letter with your changes.

Joey Massey, M.D.  
2543 Willis Road  
Macon, MO 63552

March 28, 1999

Mr. Bob Wyatt  
1978 River Road  
Bevier, MO 63534

Dear Mr. Wyatt:

In the future, please give us at least 24 hours notice when you are unable to make a scheduled appointment.

I had reserved that specific block of time for you on our schedule for weeks. The practice is very busy and I have patients whose appointments have been delayed because there was no room on the schedule. We had one hour of our schedule reserved for you.

A \$25 missed appointment charge has been added to your account.

The intention of this letter is not to make you angry, but to let you know that we must fill every hour of our schedule in order to pay the employees and our overhead costs (which in turn, keeps our fees from rising).

Please call us to reschedule your appointment.  
Thank you. Know that we appreciate you.

Sincerely,

Steve Black  
Office Manager

**Exercise 5.4 – Critiquing a Letter**

Directions:

Edit and critique the following sentences from the body of a letter. Suggest ways these sentences could be improved.

Our meter reader has reported that your shrubs have grown to the point that it is very difficult to read your electric meter clearly and accurately.

Please help us by trimming your shrubs so that we can provide you with consistent and accurate readings. Your cooperation will be greatly appreciated.