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Organizing stage involves a careful outlining of the topic which is helpful for various reasons. Discuss those reasons.

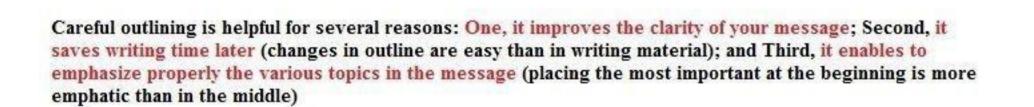
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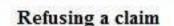


Almost every customer who makes a claim is emotionally involved; therefore, the indirect method is usually the best approach for a refusal. Discuss.

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When refusing a claim, avoid language that might have a negative impact on the reader. Instead, demonstrate that you understand and have considered the complaint. The, even if the claim is unreasonable, rationally explain why you are refusing request. Remember, don't apologize and don't rely on company policy. End the letter on a respectful and action-oriented note.

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Marks: 3 (Budgeted Time 6 Min)

Finding the right balance between the two types of appeals depends on four factors:

- i. The actions you wish to motivate
- ii. Your reader's expectations,
- iii. The degree of resistance you must overcome,
- iv. How far you feel empowered to go in selling your point of view

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Discuss the characteristics and importance of conciseness for effective written communication.

### Answer ( Please click here to Add Answer )

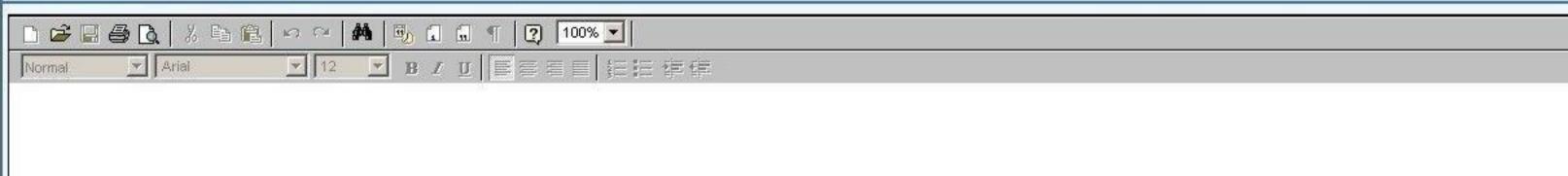
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Assume you are composing a letter to send to a client whose mobile phone credit account balance is due for four months. One of the broad topics you decide to discuss is the need for the client to pay the amount of the past-due balance. Organize the information that you should include in this letter.

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To write a successful résumé you need to convey seven qualities that employers seek. List down these qualities.

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Write down the elements of the suggested plan for writing a direct-inquiry letter?

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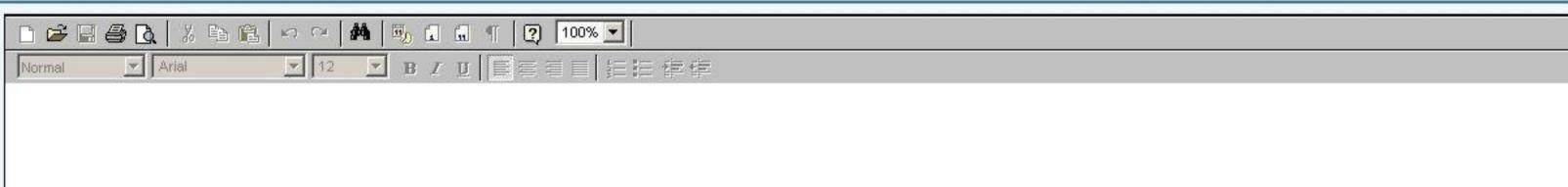
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Choosing your ideas is an important step of the planning stage in the writing process. What techniques would you consider for choosing the best idea for your message in business writing?

### Answer ( Please <u>click here</u> to Add Answer )

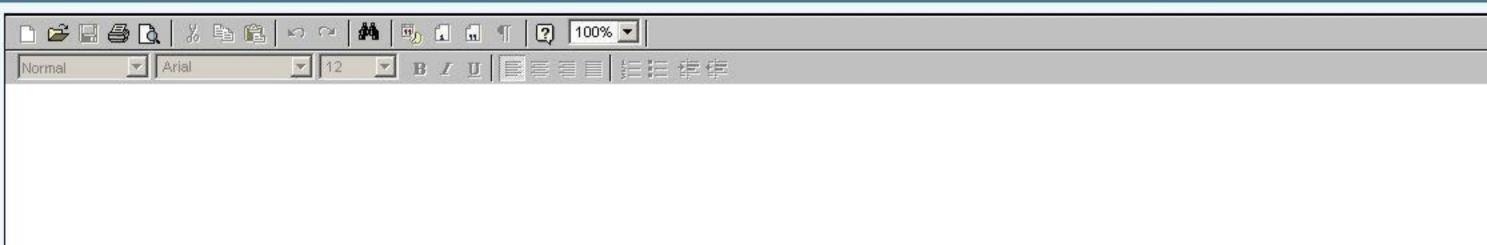
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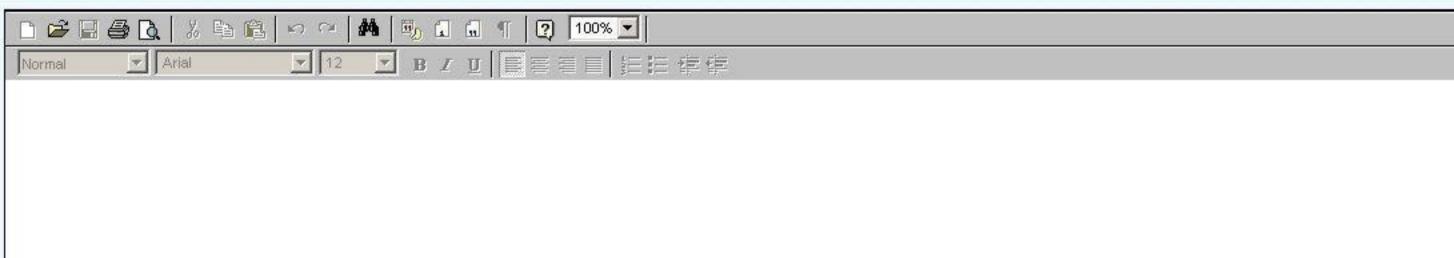
In an indirect approach for writing a disappointing news letter the disappointing news is deemphasized. Discuss.

### Answer ( Please <u>click here</u> to Add Answer )

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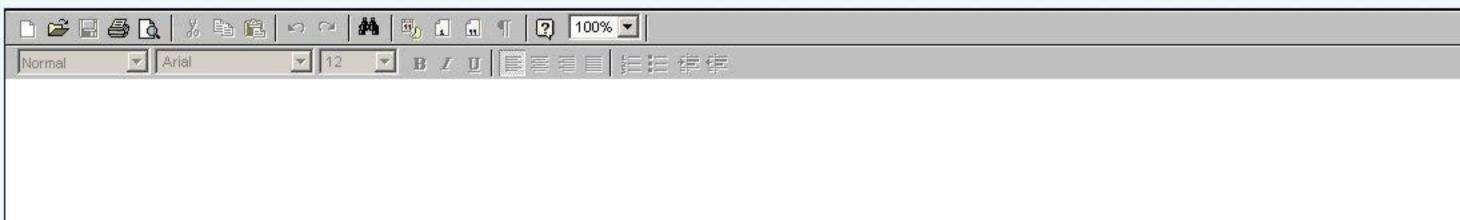
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Explain the importance of proper Rate of speech in effective oral communication.

### Answer ( Please <u>click here</u> to Add Answer )

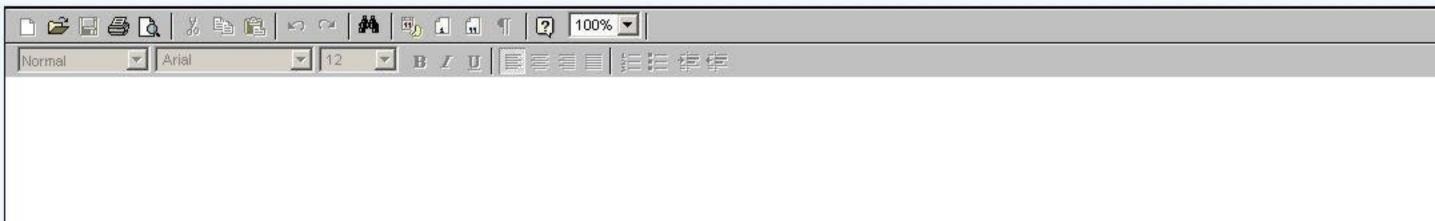
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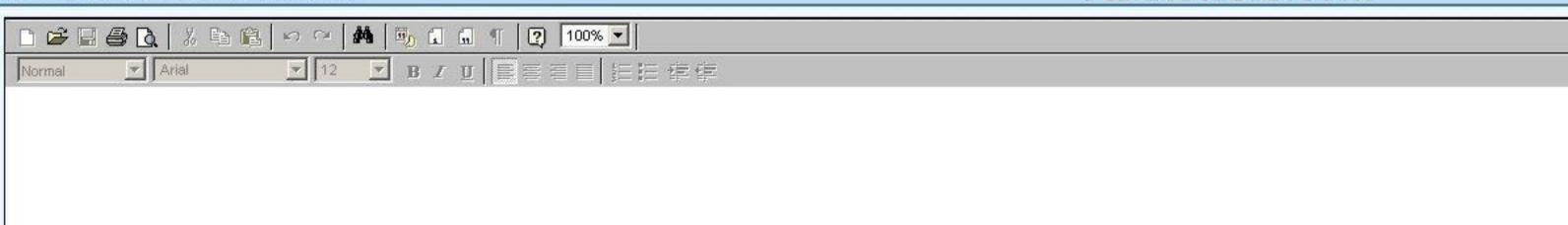
Discuss the things that must be avoided when writing a buffer.

### Answer ( Please <u>click here</u> to Add Answer )

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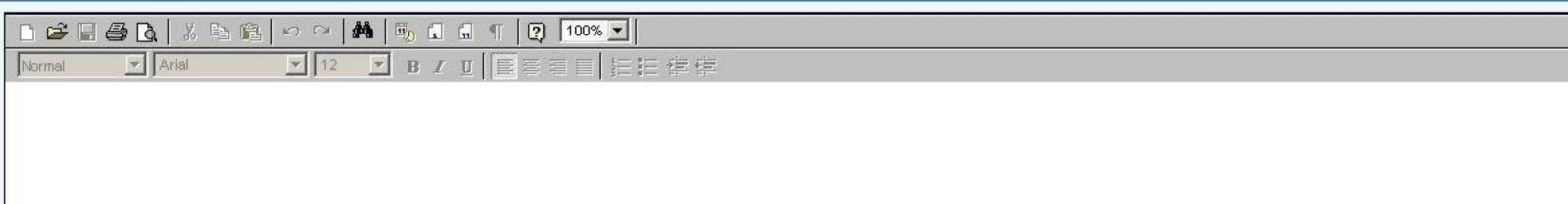
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What are the important elements that are used in the closing of a direct request letter?

### Answer ( Please click here to Add Answer )

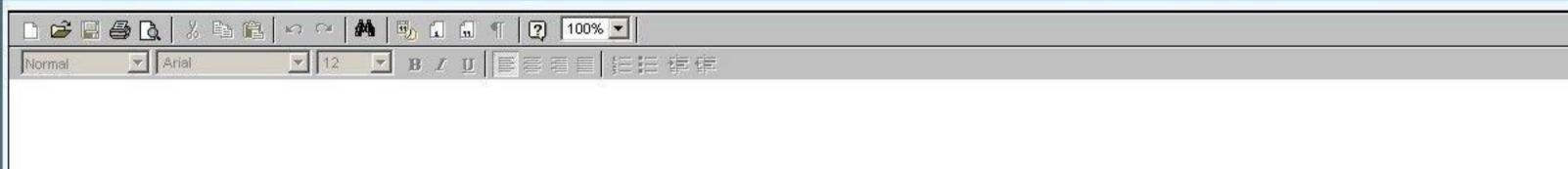
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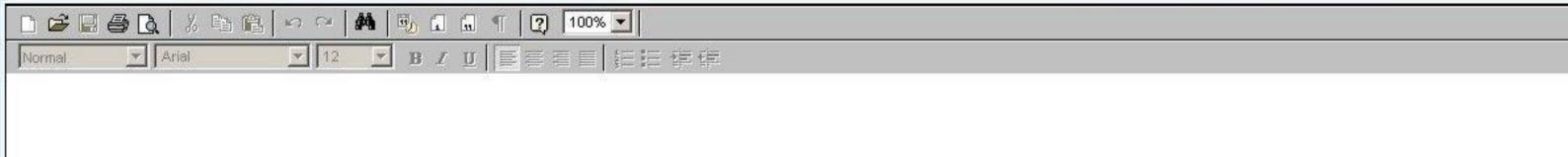


What do you know about letters of congratulation? Explain.

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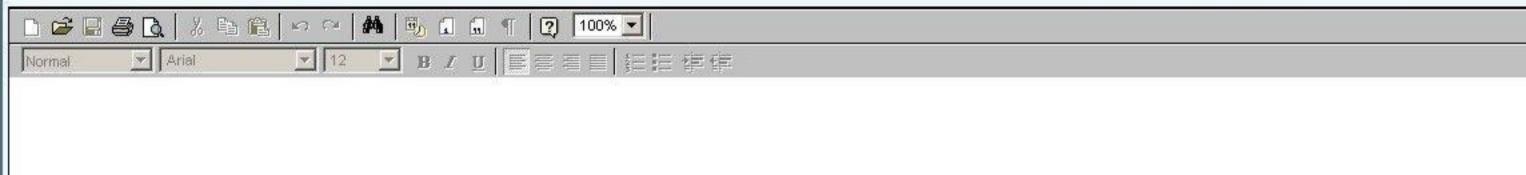
The thesis must not only be a declarative sentence; it should also be appropriate for the audience. What are the considerations that should be keep in mind to formulate an appropriate thesis?

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Writing at a level appropriate for your reader is crucial. Explain.

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