

COURSE:

Organizational Communication

INSTRUCTOR:

Dr. Robyn Parker

COURSE COMPLETED:

Fall 2009

ASSIGNMENT TITLE:

Business Letter

ASSIGNMENT PROJECT DESCRIPTION:

This assignment was designed to allow us to construct a formal business letter. We needed to propose possible recommendations and plans of actions for a mock business that was having managerial problems. The writing mechanics needed to be professionally formatted and well-written, as well as keeping an overall professional tone throughout the letter.

REFELCTIONS:

Aside from a cover letter for my resume, I had never constructed a proper business letter. I was assigned a mock company that was having managerial problems in addition to other various business-related problems. I was hired by the company as a consultant who was brought in to assess the issues and to supply my recommendations to the company's human resources manager. I felt this assignment should have had a few different guidelines. The example that was provided was extremely detailed, and with the business letter only allowed to be one page, there was no way to fit all the necessary information that I as a consultant needed to recommend for this company in one page. The assignment may have been flawed, but I was proud of my letter. It had a professional tone, and I felt that I made responsible and mature business recommendations for the mock company.

September 28, 2009

Sandy James
Regional Training Manager
Jersey, Inc.
123 Main St.
Miami, FL, 33421

Dear Sandy James,

This letter is regarding the recent situation between you and your employee interaction. Being that you have recently undergone the training program I wanted to give you some feedback about training effectiveness. The goal of this letter is to ask yourself, how can I run my business more effectively with sufficient employee communication?

After seeing the communication between yourself and your employee Harold, I noticed that there were a few changes that need to be made. I felt that the interaction was on an improvised level, meaning that the lack of communication was clearly evident. I would like to see more of a middle-of-the-road managerial style. In doing this you would be able to have a more productive work atmosphere. For example, after reviewing the situation of your communication with your employee, a more effective way to handle the situation would be to allow Harold to take a few moments to call his granddaughter then to continue on working to prepare for the sale that was the take place the next day.

Another aspect of the work atmosphere that I wanted to cover was the actual training process that you took place in. I believe that there is some certain data that needs to be collected regarding the results of the training program. Some ways of doing this is taking a collective and thorough sample of our employees to evaluate your managerial style. Another way of evaluating the training process is to review the training booklets and to sit in on the training seminars to gather information about its effectiveness.

From my experiences in the retail business I have learned that the turnover rate is rapid. You are very fortunate to have such a loyal staff. I really want to look into the training program and possibly deeper into your store to ensure that you are developing a more middle-of-the-road managing style to complete a more effective work atmosphere. I appreciate your cooperation in making your store and our business the most effective and efficient it can be.

Sincerely,

Sue McGuire
Senior Consultant