

Lesson 16

Business Letters

by Diane McCargar

Computer Objective: Learners will be able to type a business letter using the correct format.

Literacy Objective: Learners will be able to write a simple complaint letter.

Materials: Lesson 16 – Handout 1

Introduction: There are a handful of circumstances where someone might need to write a business letter. A complaint letter is one of the more common situations. (We can all think of something we'd like to complain about.) For this lesson we've chosen to show an example of a block style business letter. This is the easiest and most common format used today.

Procedure: In this lesson learners will write and type a simple complaint letter to a landlord. Provide students with the sample complaint letter shown in Lesson 16 - Handout 1. Discuss the parts of the letter and the format. Provide each student with a household problem and the contact information of a fictitious landlord. For example,

Household Problem: The hot water tap in my bathroom is dripping.

Landlord: Frank Moore, Minto Apartments, 440 Albert St., Ottawa, Ontario, K2T 1V0

Ask your students to type a complaint letter using the information you give them.

Lesson Plans

for the Literacy Lab

Lesson 16 - Handout 1

Business Letters

Instructions:

1. Read the sample complaint letter.
2. Read the household problem and landlord information given to you by your teacher.
3. Type a complaint letter about your household problem.

Return Address (From:)	Rachel Greene 1203 - 440 Albert Street Ottawa, Ontario K2T 1V0	2-6 Enters
Date	May 23, 2003	6 Enters
Inside Address (To:)	Frank Moore Minto Apartments 1B - 440 Albert Street Ottawa, Ontario K2T 1V0	2 Enters
Greeting	Dear Mr. Moore:	2 Enters
Body	<p>I am writing to you because the hot water tap in my bathroom is dripping. I mentioned this to the superintendent on Monday, May 12, 2003 and he said he would fix it that week. It is almost two weeks later and it still hasn't been fixed. It isn't a big problem but the wasted hot water is costing me money on my heating and water bills.</p> <p>I would appreciate it if you could speak to the superintendent about this problem. I'd like to know when the problem will be fixed.</p>	2 Enters
Closing	Sincerely,	6 Enters
Signature		
Name	Rachel Greene	