

### Task



Hopefully, you took in as much of the information in this 3<sup>rd</sup> module as possible. To find out how well you have done, complete the following worksheet.



We recommend that you allocate at least 30 minutes to this worksheet.

#### SELF-MARKING



At the end of the worksheet is a convenient answers/feedback and advice section to allow you to see how well you have done.

You are not required to return this worksheet.

#### Activity #1



10 minutes

Write a paragraph explaining the importance of good business writing.

Write or type your answer here

## Activity #2

 10 minutes

In a brief paragraph, detail the objectives that business letters are written to satisfy.

Write or type your answers here

Work your way through the following paragraphs and insert the most appropriate words to fill in the missing blanks. There are 10 for you to have a go at in all.

Good 1\_\_\_\_\_ writing minimises the use of passive voice as it indicates a weaker form of writing. Stick to the 2\_\_\_\_\_ voice, which is more helpful when you wish to 3\_\_\_\_\_ a point. 4\_\_\_\_\_ voice has a propensity to signify lack of intent and purpose.

The value of 5\_\_\_\_\_ content and an attractive format will be lost if there are typos, mistakes and errors. Make it a point to double-check the 6\_\_\_\_\_ before clicking the send button. A single typo can ruin the effect of an otherwise fine business document.

Spot the 7\_\_\_\_\_ before someone else does.

Business writing comprises several aspects; there is the 8\_\_\_\_\_ business letter, but in addition to that, you could be writing memos, promotional copy, grant proposals and so on. All these different 9\_\_\_\_\_ comprise the art of business writing. A carefully crafted letter or email with an attractive header can function as a powerful 10\_\_\_\_\_ tool.

Write or type your answer here

1

2

3

4

5

6

7

8

9

10



## Answers/feedback and advice section

Use this section to check your answers and see how well you have done

You are not required to return this worksheet

### Activity #1

#### Advice and Feedback

Professional business correspondence is an essential part of a personal assistant's role because it establishes trust with employers and others within the organisation. Since communication drives the business world, proper writing is a pivotal key to ensuring that everything runs smoothly within an organisation. Additionally, good business writing can help to promote sales and address any concerns or miscommunications.

### Activity #2

#### Advice and Feedback

Business letters are writing to provide information on the products or services offered by the company, to promote or sustain goodwill, to serve as evidence of transactions, to forge new business contacts and to thank new customers or suppliers.

### Activity #3

#### Answers

1. Business
2. Active
3. Emphasise
4. Passive
5. Effective
6. Document
7. Error
8. Conventional
9. Formats
10. Communication

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## SUMMARY

Now that you have studied Module 3, it is time to decide if you feel you are ready to move on to the next module. Even if you struggled only slightly in this module, make sure you take the time to read through the material one more time.

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