

Business Correspondence: Adjustment Letter Assignment

Directions: Your business has just launched; however, it now finds itself in the middle of having to address a problem for which it has received several claim letters from disgruntled customers (or vendors) seeking an adjustment.

Assignment Details

As a group,

- brainstorm ideas to fill in the details that explain what the problem is.
- determine what course of action your company will take to respond to the claim –you should be writing a “bad news” adjustment letter.

Individually,

- compose the adjustment letter to a specific primary reader with a specific business address (create details as needed) that addresses your group’s issue. Though you will use the same scenario and audience, **you each will write your own adjustment letter.**

Reminders—All letters should:

- be one page in length (4 paragraphs).
- have visual appeal; include company letterhead
- include all relevant information for the user to make an informed decision.
- appeal to audience’s expectations, attitudes, and technical background.
- be uploaded into Blackboard by due dates.

Notes:

1. Review the information presented in Chapter 14 as well as your notes to help you compose your letter.
2. Use the textbook as a **guide** not as a “template.” The sample letter provided on p. 374 fits that particular scenario and not necessarily this assignment. **Letters that copy textbook samples (to include language and style) or use templates will receive a zero!**

Upload final letter to dropbox by due date and time.