Workshop: Communication Improvement Letter
Check to make sure your letter has the following elements:

General Format
The document uses the following:
- ☐ Flush left, unmixed format
- ☐ Single spacing within paragraphs (not 1.15 or 1.5)
- ☐ Double spacing between paragraphs
- ☐ One page limit
- ☐ Minimum 1-inch margins on all edges
- ☐ Calibri or Arial font
- ☐ 12-point font

Letter Format
The flush-left letter format has
- ☐ No name at the top of the letter
- ☐ Return address
  - ☐ Street address, city, ST, zip
  - ☐ Proper placement
- ☐ Date included and properly placed
- ☐ Inside address
  - ☐ Name and title of one person
  - ☐ Name of company
  - ☐ Street address, city, ST zip
  - ☐ Proper placement
- ☐ Salutation: Dear (honorific + last name):
- ☐ Headings as specified in the assignment description
  - ☐ Bolded
  - ☐ Properly placed
- ☐ Bullets used for lists
- ☐ Signature block
  - ☐ Closing (Sincerely, Yours
    Truly, Regards, and so on)
  - ☐ “Handwritten” signature
  - ☐ Typed name
  - ☐ Title
- ☐ A copy of the faulty communication submitted as specified in the assignment description—and named correctly

Content
An effective letter for this assignment
- ☐ Explicitly explains the purpose and topic of the letter in the first or second sentence
- ☐ Tells how and where you found the item
- ☐ Uses effective you-attitude (polite tone, you before I)
- ☐ Is clearly written to the owner of the piece, not the instructor or the class
- ☐ Discusses three problems with the faulty communication
- ☐ Introduces all lists with a sentence or phrase
- ☐ Uses concrete, specific details and examples to illustrate points
- ☐ Offers solutions to all three problems
- ☐ Rewrites the faulty communication where necessary (or at least representative examples)
- ☐ Ends with an explicit action request for the reader (uses you or the imperative)

Mechanics and Style
An effective letter uses
- ☐ Correct grammar
- ☐ Correct punctuation
- ☐ Correct spelling
- ☐ Concise expression