**A Difficult Vendor:**

Just last week, your unit sponsored a client workshop at a local hotel. You coordinated the logistics. Thirty-five people attended — some local staff, some clients or partners, and some staff from another location.

Throughout the two days of the workshop, the event faced many problems: necessary equipment was missing or did not work (be specific); lunch on the second day was an hour late; coffee and tea were cold on the first morning; and event staff spoke rudely to you and to at least one of the participants, who complained bitterly to you. You spoke with the event manager at the hotel repeatedly during the workshop to express your concerns and to try to get everything working right.

You have discussed the situation with your supervisor and with your RM colleague, and everyone agrees that the Bank should not pay the full fee to the hotel. Your supervisor has asked you to prepare a letter for his/her signature, which will be sent in response to the invoice from the hotel.

**Plan a Responsive letter to your contact at the hotel, explaining why the Bank is not paying in full and suggesting future steps.**

**Planning**

|  |  |
| --- | --- |
| **1. Focus My Thoughts** | |
| **Purpose**  (Why am I writing?) | To respond to the reader’s original request |
| **Reader**  **Relevant facts about reader related to content** | [Examples: very busy; appreciates brevity; familiar with technical terms and acronyms] |
| **Reader’s Original Request** |  |
| **2. Plan the Document** | |
| **Reader’s Questions** | **My Answers** |
| **What is this about?** | (Responsive reminder statement: This sentence reminds the reader of the original request.)  [Examples: You asked me to... or As we discussed...] |
| **Reader’s Main Question: What is your response [to my original request]?** | (**Main Message**: This sentence responds to the reader’s original request.) |
| **Reader’s Next Questions: (Fill in questions arising from main message.)** | **My Answers** |
| 1. | 1. |
| 2. | 2. |
| 3. | 3. |
| **Closing**  **Follow-up action required? Need other closing?** | [Follow-up action or other closing] |

**Drafting**

**Now draft the Responsive letter. When you have finished your draft, read through it for mechanics and style, and revise your work.**

**Revising**

**Now that you have drafted your letter, be sure to use the Document Review Sheet from Module 4 to help you do a final review.**

## *Structure, Reader Focus, and Mechanics*

|  |  |  |  |
| --- | --- | --- | --- |
| **Effective writing** | **Yes/ No** | **Comments** | **How could I improve?** |
| **Good organization** |  |  |  |
| The purpose is clearly stated. |  |  |  |
| The main message is stated up front, close to the beginning of the document. |  |  |  |
| Similar information is grouped and labeled. |  |  |  |
| The text has an established and evident hierarchy of organization. |  |  |  |
| The text has one idea per paragraph. |  |  |  |
| **Reader focus** |  |  |  |
| The document anticipates questions the reader might ask. |  |  |  |
| The reader’s questions are answered in a logical sequence. |  |  |  |
| The document sets up and fulfills expectations for the reader. |  |  |  |
| **Mechanics** |  |  |  |
| Spelling, grammar, and punctuation are consistent and appropriate. |  |  |  |
| The document uses visual techniques to support the logic of the text. |  |  |  |

## *Style and Tone*

|  |  |  |  |
| --- | --- | --- | --- |
| **Effective writing** | **Yes/ No** | **Example** | **How could I rephrase?** |
| The document is concise with no redundancy. |  |  |  |
| The document uses verbs (rather than nouns) to express actions. |  |  |  |
| The document uses mostly active-voice verbs. |  |  |  |
| The document uses an appropriate and consistent tone. |  |  |  |