

Table of Contents

Module 01	1.1
Face to Face Communication in Business	
Unit 1	1.4
The Importance of Face to Face Communication	
Unit 2	1.15
Making Requests	
Unit 3	1.20
Talk-ins and Quality Circles, and Briefings	
Module 02	2.1
Technical Aids to Business Communication	
Unit 1	2.4
The Telephone Systems	
Unit 2	2.16
Information Technology	
Module 03	3.1
Telephone Language	
Unit 1	3.4
Outgoing Calls	
Unit 2	3.23
Incoming Calls	
Modul 04	4.1
Effective Memorandums and Reports	
Unit 1	4.4
Formatting and Writing Routine Memos	

Unit 2	4.25
Reports and Meeting Correspondence	
Module 05	5.1
Routine Correspondence	
Unit 1	5.4
Letter Format and Letter Style	
Unit 2	5.25
Writing Routine Correspondence	
Unit 3	5.42
Sales Letter	
Module 06	6.1
Customer to Supplier Letters and Supplier to Customer Letters	
Unit 1	6.4
Inquiries and Request Letters	
Unit 2	6.13
Replies to Inquiries and Request Letters	
Unit 3	6.21
Claims and Adjustment Letters	
Module 07	7.1
Job-Getting Letters and Other Employment Communication	
Unit 1	7.4
Applying For a Job	
Unit 2	7.18
Preparing Resume and Interview	
Unit 3	7.40
Other Employment Communication	

Module 08	8.1
Employee Relations Letters	
Unit 1	8.4
Good Will Letter	
Unit 2	8.14
Letters of Retirement and Sympathy Letter	
Unit 3	8.27
Letters Of Recommendation	
Module 09	9.1
Social Correspondence	
Unit 1	9.4
Formal Invitation and Responses	
Unit 2	9.16
Informal Invitation and Responses	

