Letter Writing Standards

Standard	Standard Achieved	Standard Not Met
All letters must include the address (at the top left-hand side of the page) of the person you are writing to, and the correct date below.	• Address and date used in all letters.	• No Address or date included in letters.
Letters must start with a standard salutation of Dear___, with the correct title used.	• The letter is started with both the correct salutation and title. • The letter reflects the style/tone used by the customer.	• Failure to use standard greeting or use the correct title.
Ensure all grammar, spelling and punctuation is checked before the letter is sent. (Using UK spell check).	• Spell check is used to ensure spelling and grammar are correct. • A dictionary should be used if there is uncertainty with the meaning of any words.	• Letter is sent out without being checked. • Letter contains spelling mistakes and incorrect grammar.
Abbreviations must only be used when there is a common understanding. When used for the first time, the full title should be used, followed by the abbreviation in brackets.	• Abbreviations explained before use. • Full terms used rather than shortened ones.	• Abbreviations used when reader is unclear of meaning-leading to misunderstanding and misinterpretation. (generating unnecessary communication)
Respond fully to any requests for information, ensuring it is relevant to questions asked.	• Answer all questions that are asked-if unsure ask someone to help. • If appropriate include details on the parts of the website that will show the relevant information.	• Avoid/ignore questions that are tricky, or that you are unsure of the answer. • Giving short, superficial answers, when a longer more in-depth answer would be more appropriate, or vice versa.

Use the correct sign off	• Use the appropriate close to end the letter. i.e Yours Sincerely, Faithfully, Kind Regards etc.. • Include your full name/title.	• Failure to close the letter in the correct manner. • No inclusion of full name.

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ERROR: undefinedfilename
OFFENDING COMMAND: c

STACK:
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