

CHAPTER 10 ONLINE EXERCISES

Objective:

These online activities will allow you to practice writing claim letters as well as help you search for a job.

Click on Online Exercise Links. You will see a list of Web site links that will bring you to on-line retail stores and career Web sites. Use these Web sites to complete Activities 10-1 and 10-2.

Activity 10.1

1. Select one of the online retail Web sites to visit.
2. Search for the store's return policy. You may have to click on several links to find the policy. Make note of stores you have selected that do not have a return policy on their Web site and find one that does have a policy.
3. Repeat Step 2 for three other online retail stores.
4. On a sheet of paper, answer the following questions:
 - a. Did you come across any stores that did not have a return policy on their Web site? If yes, which ones?
 - b. Which Web sites allow you to return products through the mail?
 - c. Which Web sites require you to return the merchandise to a physical store?
5. Write a routine claim letter trying to return merchandise that you could purchase from one of the retail Web sites. Remember to use the *Routine Claim Letter Checklist* provided in Chapter 10.
6. Write your name on your paper and hand it in to your instructor.

Activity 10.2

1. Select one of the career Web sites to visit.
2. Search for an article that relates to careers or working life. If the Web site you have chosen does not provide an article that interests you, visit another career Web site by returning to the *Business Communication at Work* Web site and visit another career Web site.
3. On a sheet of paper, write a paragraph describing new information you discovered in the article. You may want to consider the following questions in your paragraph:
 - a. Have your views changed about the career you researched? Why or why not?
 - b. Does your educational experience match up with the career you have chosen? What additional classes are necessary for this career? Does this influence your decision about your career?
 - c. Aside from education, what requirements are necessary for this career?
4. Write your name on each printout and hand it in to your instructor.