

CHAPTER 9A CONCEPT REVIEW WORKSHEET

Your Name _____

Handling Routine Correspondence

1. How would you sign a letter you wrote with this signature? (Sign in appropriate place.)

Sincerely,

Your Name
Assistant to Chris Taylor
Marketing Manager

2. How would you sign a letter that you “ghost” wrote for your supervisor with this typed signature? Assume you have been given authorization to sign letters for your supervisor.

Sincerely,

Chris Taylor
Marketing Manager

3. What is a tickler file?

4. What is a stopgap letter?

5. What is a referral letter?

6. Who else (in addition to the person you are sending the letter to) should receive a copy of a referral letter?

7. Under what circumstances would you send a follow-up letter?

8. What are some forms of internal communication? Please list.

