

CHAPTER 9B CONCEPT REVIEW WORKSHEET

Your Name _____

Inquiries and Requests

1. What is an *inquiry* letter?

2. What is a *request* letter?

3. List three types of inquiry and request letters.
 - a. _____
 - b. _____
 - c. _____
4. What is an *appointment request*?

5. What is a *reservation request*?

6. What approach should you use when writing *appointment* and *reservation* requests?

7. When asking questions in a letter, what are three things you can do to ensure you will get the information you need?
 - a. _____
 - b. _____
 - c. _____
8. If you have more than one question, what are 2 techniques you can use to help ensure that your reader doesn't overlook any of your questions?
 - a. _____
 - b. _____