

# The Learning Company

## BUSINESS COMMUNICATION - Assignments & Activities

### Assignment #1: (12 marks)

Body Language: page 25, #1.7

### Assignment #2: (27 marks)

Rewrite/improve the following sentences on page 48 – 49 of the textbook:

- Audience Benefits and The “You” View, #8 – 21
- Conversational, Professional Tone, #22 – 27
- Positive Expression, #28 – 34

### Assignment #3: (15 marks)

Rewrite/improve the following sentences:

- Page 75, Wordiness, #1 – 5
- Page 75, Needless Adverbs, Fillers, Repetitious Words, #6 – 9
- Page 76, Vivid Words, #25 – 30

### Assignment #4: (12 marks)

Write an EMAIL for the following situation: A student from The Learning Company has visited your office to inquire about the possibility of our company being the host for his/her practicum. Write a memo/email to your supervisor/manager (your instructor) to explain why you think this would be a good idea. Give the details of who the student is, what program he/she is in, and how long the practicum would be. Be sure to set a deadline for a decision. (Be careful with the tone of your message. Don't sound like you are telling your supervisor/manager what to do.) Let your supervisor know that if he/she has questions or concerns about this practicum arrangement, you would be willing to act as liaison with the college. And you would be willing to supervise the student.

### Assignment #5: (24 marks)

Write the following letters:

- Page 138, #5.7 Information request: Backpacking Cuisine
- Page 139, #5.11 Claim letter: Deep Desk Disappointment
- Page 140, #5.14 Information response: Backpacking Cuisine
- Page 141, #5.18 Claim response: Deep Desk Disappointment

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### Assignment #6 (10 marks)

Write the following scripts for typical telephone tasks:

- Answering the company's telephone
- Transferring the call
- Taking a message for someone who is not available

### Other activities (time permitting)

- Chinese Whispers: Organize the class into three groups (larger groups are better). Each group forms a line. Give the first person a short verbal message, but say it only once. Each student then whispers the message only once to the next person in the line. The last person in the group speaks the message out loud. How much of the original message was lost in the retelling?
- Pairwork: Practice answering the telephone (based on the scripts prepared in Assignment #6).
- Groupwork: Public Speaking: Each student speaks on a random topic for one minute. Afterwards, students can be selected to speak in front of the class.
- See also *Using MS-Word in Bus Comm* for assignments related to professional formatting of documents