

# **Writing letters, memos,e-mails,and instant messages**

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# Writing Routine and positive message

- Communication enterprise is often about an issue
- asking information by owner, sending email about a minor policy change by manager, calling a store about a product information by a clients and a writing a compliments about a company by clients
- These communications can be internal or external and may be presented in any medium.
- These message fall into two groups: request for information and variety of routine and positive messages.

- Making request is a routine part of business
- like all other business messages a routine request has three parts: an opening, a body and a close.
- using a direct approach open with your main idea, which is clear statement of your request.
- use the body to give details that justify your request
- Finally you close requesting specific actions
- most neutral and positive message follow the direct approach

