Course Description
OST2335 | Business Writing | 3.00 credits
This course covers the procedures for writing effective business letters and memorandums, a review of grammar, and the proper format of today's business correspondence. Students learn how to prepare inquiry letters, direct and indirect response letters, application letters and resumes, and short reports.

Course Competencies:
Competency 1: The student will identify the standard and unique parts of a business letter and construct a business letter in a selected basic letter style by:
1. Applying the reference manual style for business writers
2. Using examples of letters that have been received in the mail

Competency 2: The student will describe the elements that enhance tone and develop desirable tone in all written communications by:
1. Writing letters that develop the use of the you- attitude
2. Using an optimistic viewpoint in thinking and writing
3. Avoiding the common pitfalls of trite and unnatural expressions to achieve a natural, conversational-sounding style that reflects the writer's personality
4. Expressing originality in a given letter's opening and closing

Competency 3: The student will write routine business letters by:
1. Reviewing and identify the various types of letters in the text
2. Composing letters for various business situations

Competency 4: The student will prepare a resume for job-seeking experience by:
1. Using action verbs and resume writing standards
2. Using a practical, accurate style

Competency 5: The student will organize and write a simple business report and make an oral presentation by:
1. Researching a topic
2. Keying the business report in the correct format
3. Following set guidelines for presenting a speech

Learning Outcomes:
- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Use computer and emerging technologies effectively