

Plan SLFT Business Correspondence - Basic

UNIT	LANGUAGE FUNCTIONS	Themes/Situations
KEY POINT		
Unit 1	Labeling correspondence for routing and circulation, Opening and closing messages	Parts of business correspondence
KP1		
KP2		
KP3	Referring to a subject, expressing thanks, promising action	Stating the purpose
KP4	Referring to attachments and enclosures, describing computer file formats	Attachments and enclosures
Unit 2	Requesting information, requesting an urgent reply	Making request
KP5		
KP6		
KP7	Referring to inquiries, responding to requests for information, replying to questions, referring to previous contact, offering assistance	Replying to request
KP8	Describing file formats, asking for messages to be sent again, apologizing	Dealing with problems
Unit 3	Confirming business arrangements, confirming discussions, confirming travel arrangements	Confirming arrangements
KP9		
KP10		
KP11	Referring to lists, referring to information within a message, using headings	Making the message clear
KP12	Writing abbreviated sentences	Short exchanges between colleagues