I. Title: Critical Analysis and Writing of Business Correspondence

II. Codification: INCO 2016

III. Credits and Hours Three Credits/ 45 hrs. per semester/ 3 credits for professor

IV. Pre-requisites: Basic Business English- INCO 1012 or INGL 3102; Fundamentals of Word Processing and Secretarial Procedures- CISE 3209; Training in the Use of Word Processing Equipment- CISE 3215.

V. Course Description: Business English course in which students will integrate theoretical knowledge in business correspondence in English Writing and word processing skills. Practice will be given in critical analysis of business correspondence and in writing routine office correspondence.

VI. Course Objectives: Upon completion of the course the students will:
- Develop proofreading and editing skills to improve their writing proficiency in English.
- Integrate writing and word processing skills in routine business correspondence
- Apply the principles of effective communication to achieve success in their profession.
- Develop positive attitudes towards job responsibility, professional excellence, teamwork and cooperation.

VII. Course Outline and Distribution
- Letter and Memo Formats  4 hrs.
- Goodwill and routine messages  6 hrs.
- Requests in Business  6 hrs.
- Follow-up Correspondence  6 hrs.
- Letters of Courtesy  3 hrs
- Acknowledgement Messages  4 hrs.
- Letter of Recommendations  3 hrs.
- Simple Routine Office Reports  3 hrs.
- Editing a Business Document for Content  3 hrs.
- Editing for Conciseness  2 hrs.
- Editing Business Documents for Clarity  2 hrs.
• Preparing Minutes of Business Meeting 3 hrs.

VIII. Instructional Strategies:
• Conference
• Class Discussion

IX. Resources:
• Hand-outs
• Power Point Presentations

X. Evaluation Strategies:
The students will be evaluated by means of:
• Quizzes
• Portfolio
• Tests
• Participation

XI. Grading System:
A = 100- 90 points
B = 89-80 points
C = 79-70 points
D = 69-60 points
F = 59- 0 points

XII. Bibliography


* This is the most recent edition available.

Revised by Prof. Yolanda Castro and Prof. Carmen Milagros Torres, December 2005

UPR-Humacao complies with ADA (Americans with Disabilities Act) and Law 51 (Integrated Educational Resources for Persons with Disabilities) to guarantee equal access to education and services. Students with disabilities should inform the professor of the course about special needs and/or reasonable accommodations for the course on the student information card filled out during the first week of classes. He/she should also visit the Services for Students with Disabilities Office. **Strict confidentiality will be maintained.**