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Centre for Open and Lifelong Learning

FEEDBACK TUTORIAL LETTER

1st SEMESTER 2020

ASSIGNMENT 1

**SPECIALIZED WRITING
SPW611S**

SPW Feedback Letter Assignment 1

April 2020

Dear Students,

I trust you are all well despite the lockdown. As distance students, you might even find the lockdown a welcoming opportunity to give more attention to your studies. I hope learning about how to put organisational documents, such as emails, memos and minutes and other text together was a rewarding experience for you.

Many of your assignments submitted were done professionally and with care to detail. However, some of you also have not put that much effort in even reading and following instructions. When writing in a professional setting you should always make sure that you don't write too long and that your message is concise and clear to read.

First of all, I'd like to comment on

Question 1

1. Most of you got the **letter head** right, but some forgot the company logo and name on top of the page.
2. Every Memo should have an **introductory paragraph** written in professional language and addressing the employees directly – that means you can use “you” in Memo writing. The introductory paragraph should state
 - **why** you write (purpose) and
 - **what** you are going to write about or what point/s you are addressing in this memo.
3. The **main part**, which in the case of giving advice like here, can be written in **list** form (bullets, numbers ore letters) of this Memo should include details on how to proofread and edit your work, i.e. specific tips on
 - how to check your language,
 - how to check spelling & capitalisation,
 - punctuation, etc.

It is much **easier to read a list** when there are many points, rather than paragraphs.

4. The Memo should be concluded with a paragraph in which you ask or express you expectation of the employees to comply to your request.

You are expected to use typical phrases for memo writing, which will make your message very professional and it will be easier to be taken serious by the staff members.

Question 2

I don't have a lot of comments as most of you did well in writing the emails. The response email should have a

- Salutation
- Apology,
- A logical explanation,
- Possibly a reference to the policies and regulations, and
- An expression of appreciation that the complainant used/uses your services.
- Salutation at the end

Question 3

The minute writing was the biggest challenge for many of you. Minute writing involves paying attention to detail. Rather than mentioning what went wrong, I'd like to point out what you need to pay attention to.

- Headline
- Introductory sentence regarding the type of meeting, date, place and time the meeting started.
- Make sure you numbering is correct.
- Don't use bullets.
- Make sure you write in "Past tense" as it is a recording of what happened in the previous meeting.
- Make use of impersonal passive constructions, such as "it was decided", "it was mentioned", etc.
- Make sure you record the decision and the tasks allocated.
- Follow Reported Speech rules – example: would, should (not will)
- Remember to add lines for the signatures for the chair, secretary and the date.

For those of you who have not achieved what you expected, do not despair. I suggest you take a bit more time to do your assignments and read the instructions carefully before attempting the task – remember, it is just another experience from which you can learn something positive.

Most importantly, proof read and edit your assignment several times!

For now, I suggest you study your errors and try to understand where and why you went wrong. That way you will minimise the risk of making them again.

In other words, take some time to go through the instructions for the assignment again and study the chapters. In this assignment particularly, the questions were not difficult, but you had to accurately write the documents and emails.

Overall, the performance was good. I suggest that, for the second assignment you manage your time well, even if the task seems easy, make sure you do it conscientiously and you will reap the fruits of your efforts.

All the best and stay safe!

A.Tjiramanga