

COURSE OUTLINE

**Computer Applications and Business Office Technologies 105
Introduction to Office Correspondence**

I. Catalog Statement

Computer Applications & Business Office Technologies 105 is an entry-level writing course for students completing programs in business. The course prepares students to accomplish tasks and solve problems through the written word. Techniques are covered for creating effective documents in appropriate styles and formats. These documents include business letters, memos, e-mail messages, telephone messages, and other written communications typically generated by an employee in an entry-level position. In addition, short original essays responding to a review of rhetorical works in the fields of business and economics will be prepared.

Units – 3.0

Lecture hours – 3.0

Prerequisite: CABOT 102

Recommended Preparation: Eligibility for English 120 or ESL 151, or the equivalent, and keyboarding skill at rate of 30 wpm.

II. Course Entry Expectations

Skills Level Ranges: Reading 4; Writing 4; Listening-speaking 4; Math 1.

III. Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:

1. analyze and classify topics and ideas to formulate well-organized responses to entry-level case studies and other expository composition related to business;
2. solve problems and accomplish tasks through written communication;
3. initiate entry-level correspondence and respond to correspondence initiated by others;
4. choose appropriate language designed to enhance human relations and build goodwill;
5. evaluate and critique composition according to standards of effective business writing;
6. paraphrase and summarize information;
7. formulate summaries, and opinions as essay responses to works in business-related fields;
8. proofread, edit, and revise composition;
9. use library databases to gather research materials related to a business topic.

IV. Course Content

Total Contact Hours = 48

A.	Review of Sentences and Paragraphs	16
1.	Grammar and punctuation	
2.	Internal structure	
3.	Patterns	
4.	Common composition errors	
B.	The Communication Process	6
1.	Basic principles of communication	
2.	Obstacles to effective communication	

3.	The impact of automated technology on communication	
C.	Types and Formats of Business Messages	4
1.	Letters	
2.	Memos	
3.	E-mail messages	
E.	Organizing, Composing, and Revising Business Messages	14
1.	Routine business messages	
2.	Negative messages	
3.	Persuasive/Sales messages	
4.	Goodwill and special messages	
F.	Summarizing and Paraphrasing Business Materials	8

V. **Methods of Presentation**

The following instructional methodologies may be used in the course:

1. lecture/demonstration;
2. interactive discussion;
3. hands-on activities and exercises.

VI. **Assignments and Methods of Evaluation**

1. Pretest
2. Objective Tests
3. Writing Assignments: Memorandums, Letters, and E-mail Messages for various business-related purposes and with application to several different fields of business.
4. Final Examination

VII. **Textbook**

Sabin, William A., Gregg Reference Manual, Current Ed.

New York: Glencoe/McGraw-Hill, 2010.

12th Grade Textbook Reading Level. ISBN: 978-0-07-339710-8

Vanhuss, Basic Letter & Memo Writing W CD, 5th ed.

New York: ITP, 2005

11th Grade Textbook Reading Level. ISBN: 0-538-72783-7

VIII. **Student Learning Outcomes**

Upon successful completion, the student will be able to:

1. analyze business case studies and scenarios to determine the correct channel and needed information to communicate a response;
2. compose entry-level correspondence and respond to correspondence initiated by others;
3. choose appropriate business language designed to enhance human relations and build goodwill;
4. proofread, edit, and revise business documents.