



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

SUBJECT: INFORMATION PROCESSING

LEVEL: N5

MODULE NO: 07



After completing this topic, you will be able to:

- Describe how to plan letter
- Describe the different types of letters as informative letters
- List and explain the different parts of the letter, such as heading, date, recipient's address, salutation, content line. Body, conclusion, signature line, reference initials, enclosure notation, copy notation and postscripts

DRAFTING OF LETTERS

An effective letter:


- Grabs the reader's attention
- Provides information, makes a recommendation or asks for action
- Supports your position
- Mentions next steps and deadlines

Plan your letter

- Know your purpose: Why are you writing the letter? What is its main point? What do you hope to achieve with it?
- List of relevant facts: Presents your facts logically
- Know your audience: Analyse your reader
- Persuasion letter: Use this type of letter to sell. Present details

Parts of the letter

- Heading
- Date
- Recipient's address
- Salutation
- Content line
- Body
- Conclusion
- Signature line
- Reference initials

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- Enclosure notation
 - Copy notation
 - postscript