



Course 2 CFAA – Communications Assignment 2 Due 11:59 PM Wednesday Apr 9

Oscar the Grouch has been a long time client of your company and has always been loyal.

Last year your company installed a brand new fire alarm control unit in Mr. Grouch's building and sent several technicians to his site for service work. Recently Mr. Grouch has put in another service call and you found out that Mr. Grouch has not paid his bills for the completion of the new fire alarm system, nor for the service calls.

As the owner of the company you have decided to stop all current and future work with Mr. Grouch until he has paid his bills in full, and that if they are not paid within 30 days you will take legal action, and that until the bill is paid no technician will visit his site to repair the fire alarm system.

Part 1

Your job is to prepare a bad news letter to Oscar the Grouch highlighting the issue and action that you are taking.

- Will you use direct or indirect approach? Why?
- Ensure that you are using the appropriate tone in your writing (Formal, Moderately Informal or Very Informal)
- Try using concepts that we have covered in class (linking ideas, avoiding jargon, being brief, "you-centred" and positive, giving complete information, etc...)

Part 2

Write a memo to all office staff and technicians making them aware of the situation, and telling them that they are not to attend to any regular or after-hours service calls until Oscar the Grouch has paid his bill in full. If the technicians on call receive an after-hours call from Mr. Grouch they are not to go out to the site.

Part 3

Provide an explanation of why you chose the method of communication you have used for both the letter and the memo, and the approach and references you have used. Which techniques from the textbook have you used? What chapter are they in? List at least 8 of the most important techniques.

Example:

Appeal to authority, Chapter 6, so that he will understand that the law is involved
Appeal to Evidence, Chapter 6, to reduce doubt

Be personal and courteous, Chapter 2, to keep him calm
 Eliminate clutter & be specific, chapter 3, to be clear
 Full block style on letterhead format, Chapter 4, to show that we are professional

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Rubric				Mark
Bad News Letter	0-3	4-6	7-10	
	Did not follow the appropriate methodologies of bad news correspondence.	Adequately followed the methodologies of bad news correspondence.	Accurately followed the methodologies of bad news correspondence	
	0-1	2-3	4-5	
	Used little to no references in the explanation.	Used some references in the explanation	Accurately references the book to support the approach.	
Memo to Employees	0-3	4-6	7-10	
	Did not follow the appropriate methodologies of bad news correspondence.	Adequately followed the methodologies of bad news correspondence.	Accurately followed the methodologies of bad news correspondence	
	0-1	2-3	4-5	
	Used little to no references in the explanation	Used some references in the explanation	Accurately references the book to support the approach.	
FINAL MARK				