

## Lesson Plan for Business Information Studies

**Topic:** Communications

**Teacher:** Linda Merrill, Keene High School, [lmerrill@msn.com](mailto:lmerrill@msn.com)

**Subject:** IT and ME WORKS

**Grade :** 9th

**Time:** 1-2 hours

**Objectives:** Upon completion of this assignment, students will be able to write a tactful, yet effective, letter of complaint, keeping in mind their “tone” and what they want as a successful outcome.

**Standards :**

- Student will continuously acquire skills, attitudes, and knowledge that contribute to effective learning
- Students will develop characteristics and behaviors necessary for success in school, work, and everyday settings.
- The student will demonstrate skills in working cooperatively and collaboratively with others.

**Setting:** Computer Lab with word processing software and access to a printer.

**Materials:** No special materials required

**Teacher’s Role:** To guide the student in writing an effective, professional letter of complaint. The students will be given the scenario that they have purchased a rather expensive piece of computer equipment, which, upon installation, has failed to work. They have contacted the store by phone and have not received any satisfaction going that route. Now, they have to write to the store manager explaining the problem, what they have tried to do so far and what they are looking for in the way of compensation or replacement. The letter must be in proper block format, centered vertically, and signed by the student who typed it. All pertinent information must be contained in the letter and it must also contain their expected outcomes. The letters will be addressed to the store of their choice, with a complete address and to the attention of the Store Manager. Letters will be printed and graded.

**School to Career Connection:** Bring in a local person involved in advertising into the classroom to discuss with students how they come up with ad campaigns based on what each particular customer wants/needs. How do all the mediums we have discussed (color, texture etc) come into play when designing an ad?

**Employability:** organizational skills, decision-making skills, computer skills, compatibility, diversity and tolerance skills.