

COURSE OUTLINE

- Class 1**
 - 1. Business Letter Format
 - 2. Introduction
 - 2.1. Titles
 - 2.2. Salutations and Complimentary Phrases
- Class 2**
 - 3. Reason for Writing
 - 4. Reference to Previous Contact
 - 5. Reference to Future Contact
- Class 3**
 - 6. Level of Formality in Correspondence
- Class 4**
 - 7. Types of Letters
 - 8. Request Letter
 - 8.1. Direct requests
 - 8.2. Indirect requests
 - 8.2.1. Regular If-conditionals
 - 8.2.2. Conditionals without 'if'
- Class 5**
 - 9. Meeting Arrangement
 - 9.1. Offline Meeting Request Letter
 - 9.2. Online Meeting Request Letter
- Class 6**
 - 10. Meeting Confirmation Letter
 - 11. Meeting Cancellation Letter
- Class 7**
 - 12. Apology Letter
 - 13. Appreciation Letter
- Class 8**
 - 14. Enquiry Letter
- Class 9**
 - 15. Legal Services Proposal
 - 15.1. Company Introduction
 - 15.1.1. Areas of Specialization
 - 15.2. Clients' Needs
 - 15.3. Solutions to Meet Clients' Needs
 - 15.4. Trustworthiness to Meet Clients' Needs

- Class 10** 16. Client-Care Letter
 - 16.1. Management of Matter
 - 16.2. Billing for Services
 - 16.3. Regulatory and Other Matters
 - 16.4. Client Care Check List
- Class 11** 17. Case Update Letter
- Class 12** 18. Payment Reminder Letter
- Class 13** 19. Letter Before Action
- Class 14** 20. Formal Letter to a Partner Organization / Institution
- Class 15** Course Review + Practice