**Exam Corrections**

**L12 I Professional Writing**

Unfortunately, I cannot reply to all the e-mails I receive regarding the grading of the first-year professional writing exams. Below is a guide to help you understand your mistakes and prepare for the exam.

**Assignment**

You were asked to write a negative adjustment letter. **You were not asked to write a positive adjustment letter, nor a memo**! The purpose of any adjustment letter is to attempt to retain customers/clients.

**Online Resources**

**I strongly urge you to attend class**. However, the materials presented and explained in class are all available on my University Teams channel for the first year[.](https://online.unimc.it/auth/RepositoryEntry/803635200/CourseNode/98384377705097)

**How to Structure a Memo**

**Headings**

**Salutation**

**Paragraph 1**

* A clear reference to the complaint letter, including the date
* A sentence expressing regret that the customer/client is unhappy without admitting fault
* A sentence showing how seriously you take their complaint

**Paragraph 2**

* A sentence clearly stating that you are not going to give them what they are asking for
* Sentences explaining why you are not giving them what they want (list paragraph structure)

**Paragraph 3**

* An offer of alternative compensation, e.g., a discount on a future project, to try to retain their business

**Paragraph 4**

* A sentence expressing that your business relationship with the company will continue positively in the future.

**Closing Salutation with Signature**

**Plagiarism**

The research provided was not meant to be copied word for word. You were supposed to use the information to develop your strategy in your own words. If you copy and paste without citing the source, it is **plagiarism**! Any and all forms of plagiarism result in the immediate disqualification of your exam.

**Grammar, Syntax, Punctuation and Style**

Many students are still struggling with basic grammar, syntax and punctuation. Please consult the writing guide *The Complexity of Simplicity* available on my Teams channel.