

Summer 2009 // WSU // English 403 – Professional and Technical Writing
MTWThF 3:00 – 4:15, CUE 412

PROJECT #4: Responding to Communications Situations

NOTES and DUE DATES

- The overall value of Project #4 is 5%
 - Answer and depth of discussion in Situation #1: 25%
 - Answer and depth of discussion in Situation #2: 25%
 - Answer and depth of discussion in Situation #3: 25%
 - Grammar/word choice/clarity: 25%
- E-mail your document as an attachment to julie_meloni@wsu.edu by **11:59pm on Wednesday, July 15th**.

OVERVIEW

The purpose of this project is to describe how you would respond in a given situation, and what documents you might create in that situation (and why). Remember everything we've talked about to this point, from audience analysis to design aspects of particular document types. Skim over the chapters we've read so far, or the notes you've taken, as you will be able to construct an answer from that information.

Answer each of the questions below in however many paragraphs you need to use for each. Your answers can be single-spaced or double-spaced – it doesn't matter to me. A good target length is around 350 words for each answer, although you can definitely write more if you want!

THE SITUATIONS

1. Your boss has asked you to define a particular technical term related to your industry, and to define it in such a way that everyone in the company can understand it. How would you go about researching the term? What information would you provide in your explanation? What sort of document would you create so that everyone in the company would have their own "definition document" for this term?
2. Imagine you are a manager of a small team of employees, and you have become frustrated with your employees' inability to perform a specific task consistently. Using written documentation, how would you solve this problem? [Note: this situation will require more than one piece of documentation]
3. While on a business trip, you experienced particularly bad service at a hotel. Your company frequently uses this hotel for its employees, and in fact always handles the arrangements for you (and any other employees). Using written documentation, how would you inform all the interested parties about the service you received? What suggestions might you offer to the interested parties? [Note: this situation might require more than one piece of documentation]