

PROFESSIONAL WRITING

DOCUMENT SERIES PROJECT

LEARNING OBJECTIVES

- Write for a specific purpose and audience
- Create various forms of business correspondence and documents
- Develop effective business correspondence writing style, paying particular attention to concision (i.e., avoiding wordiness), paragraph construction, and tone

SCENARIO

As the office administrator of Coughyfilters, LLC, a small mask-making company (less than 50 employees in one office), you are in charge of staffing and training. Your primary job is to oversee daily operations, new employee training, and on-going employee development. Your firm has gotten busier, which has required more hires in a short period of time, so it is imperative that all staff are trained and ready to begin work. Your boss, president and founder, Alan Critten, has approved additional hires for the increase in business. Your newest hire, Purnima Mudnal, who works in Marketing, started work at the beginning of the month.

Two weeks after Ms. Mudnal went through training, you receive a letter from Ms. Mudnal. She explains that, on her first day, she was asked to read through and sign the employee handbook. Upon reading the handbook, she was surprised to read that “excessive piercings and/or tattoos on women will not be allowed and could result in termination at any time.” Ms. Mudnal states that her numerous ear and nose piercings are a cultural representation of her heritage. She felt pressured to sign the handbook in order to keep the job, but she feels strongly that the handbook should be revised.

As you investigate the matter further, you discover that the handbook was written by an outside human-resources consulting firm called Expedient HR Solutions. At Expedient, you work with your assigned account manager, Ms. Linda Fleming.

In order to make revisions to the handbook, you will need to get approval from your boss, Mr. Critten. You also will need to communicate with Ms. Fleming to explain the need for revisions and what revisions are necessary. Finally, you will have to respond to Purnima Mudnal.

DELIVERABLES:

- Document to your boss, Mr. Critten
- Document to Linda Fleming at Expedient HR Solutions
- Document to Purnima Mudnal

SCENARIO

You are the manager of the Graphics Department at Heartline, Inc., a medium-sized company with three offices and 300 employees that sells a mobile app that monitors customers’ heart function. Your department has recently begun hiring to fill up to eight positions from entry-level to middle-manager. As a department manager, you have been sitting in on the second round of interviews. The first round of interviews, consisting of

phone interviews, is solely completed by the HR department. The second round of interviews consists of Zoom or Teams online meetings with several members of your organization, including yourself, your boss, an employee specialized in the position, and someone from HR.

A few weeks into interviewing, you receive a letter from someone named Xaviare Roberts. She is connecting with you from a non-profit organization called Diversity Hiring Help. Ms. Roberts informs you that they have had more than a dozen qualified applicants apply to available positions, but not a single person has been contacted by your HR department. Ms. Roberts explains that each applicant has worked closely with a hiring consultant to perfect their resume and cover letter for your firm's specific job listing. Additionally, each applicant meets, or exceeds, the required qualifications in your online job posting. Yet, still, not a single person from her organization was contacted for an interview.

Ms. Roberts explains her company's mission is to help people of color find jobs. She suggests that none of her applicants were contacted because they do not possess Caucasian-sounding names.

While the first round of interviews is determined by HR, you know that Heartline values diversity in the workplace. As a manager, it is your responsibility to encourage equitable hiring practices. Ms. Roberts' allegation merits investigation and revision of hiring practices.

DELIVERABLES

Based on the scenario above, your deliverables will be the following:

- document to Ms. Roberts at Diversity Hiring Help
- document to the Board of Directors at Heartline
- document to Heartline's HR department