

■ CHECKLIST for Usability of Letters

(Numbers in parentheses refer to the first page of discussion.)

Content

- Is the letter addressed to a specifically named person? (412)
- Does the letter contain all the standard parts? (410)
- Does the letter have all needed specialized parts? (416)
- Have you given the recipient all necessary information? (39)
- Have you identified the name and position of your recipient? (412)

Arrangement

- Does the introduction immediately engage the reader and lead naturally to the body? (412)
- Are transitions between letter parts clear and logical? (772)

- Does the conclusion encourage the reader to act? (412)
- Is the format correct? (417)
- Is the design acceptable? (411)

Style

- Is the letter in conversational language (free of letterese)? (419)
- Does the letter reflect a "you" perspective throughout? (418)
- Does the tone reflect your relationship with the recipient? (274)
- Is the recipient likely to react favorably to this letter? (420)
- Is the style clear, concise, and fluent throughout? (244)
- Is the letter grammatical? (Appendix C)
- Does the letter's appearance enhance your image? (340)