



# Model Business Letters, Emails and Other Business Documents (7th Edition)

By Shirley Taylor

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### Editorial Review

From the Back Cover

With over 450,000 copies sold worldwide, *Model Business Letters* has firmly established itself as the definitive guide to clear and effective business writing. This seventh edition has been completely revised and updated to reflect the significant changes in business communication over recent years.

This book contains over 300 sample documents, easy to use examples and practical advice on content, language and style. It will help you to:

- master modern business writing for any occasion
- develop great working relationships
- use email effectively and write clear, concise messages
- write for websites, blogs and social media
- compose creative and persuasive documents

"Shirley teaches in a practical and fun way how to ditch the dinosaur clichés that have no place in modern business writing. There is never a dull moment in her workshops. She has done the same with the 7th edition of her best-selling book *Model Business Letters*. It's a must-have for everyone who wants to write clear and persuasive business documents."

Alex Tan, HR Manager, Singapore

"With our communication today becoming more and more faceless, our writing is more important than ever. Shirley's emphasis on building relationships through effective writing is really essential. In this 7th edition of her popular book, Shirley has given us a practical reference guide providing all the guidance we need as well as samples we can adapt. The new sections on email, social media and online writing are really useful too."

Stephen Choo, PhD, Director and Regional Head of Insight, ASEAN, Hay Group

"In her workshops, Shirley has such a friendly and interactive approach that makes everyone feel comfortable. She has done the same in the 7th edition of her popular book, writing in a simple, clear way and giving practical examples."

Carmelia Ng, Organisation Development Manager, Fuji Xerox Singapore

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