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MODEL BUSINESS LETTERS, EMAILS AND OTHER BUSINESS DOCUMENTS

SEVENTH EDITION

SHIRLEY TAYLOR

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Praise for **Model Business Letters, Emails and other Business Documents**

Model Business Letters is one of the most popular books in our Training Library, and everyone who borrows it sends back a glowing report. It's an excellent reference book for anyone in business – whether self-employed or working as a manager, secretary, PA or administrator.

Pamela Aitcheson, MIQPS, IQPS Training Library Manager (Institute of Qualified Private Secretaries, UK, www.iqps.org)

People who learn to write well are increasing their value to the company, helping to create and enhance the company's corporate image and playing a major part in its success. With so many executives and managers now composing their own correspondence, *Model Business Letters* contains essential guidance that will help people all over the world to upgrade their writing skills and thus help them to achieve these aims.

Joy Chan, Singapore

I have been searching for a simple yet effective book that deals with writing business letters and I have finally found one. *Model Business Letters* has been an invaluable help to me and I have, in fact, recommended it to Japanese businessmen who wish to improve their written correspondence. The layout is simple and easy to follow and the models are in clear, plain English. The book is even being used as a text for non-native speakers of English, and both teachers and student speak very highly of it. I certainly advise anyone who wants to write professional yet uncluttered business documents to buy this book.

Michelle Sumura, Managing Director, 'Let's Go Australia', Perth, Western Australia

I enjoyed everything about Shirley's Powerful Business Writing Skills workshop. It is very lively, and Shirley was very willing to share her knowledge and always had time for questions. She also does not make us feel stupid for asking questions. With this 7th edition of her popular book, Shirley once again has another runaway international success that will become a valuable reference for people all over the world.

Lim Huey Lih, Head of Corporate Affairs, MSD, Malaysia

Congratulations on the 7th edition of your popular book, Shirley. I'm sure it will once again fly off bookshelves everywhere. It's right on target, and set to become the industry's benchmark for successful business writing.

Alan Hill, Managing Director, Ward Hi-Tech Ltd, Sheffield, UK

Booksellers tell me that while their shelves are full of books on business writing, it is *Model Business Letters* that sells and sells, so they never hesitate to stock it well. Not many other business writing books can claim to have sold almost half a million copies too. I once had to write an important and urgent press release for the launch of a new book. Without fail, I found just what I needed in *Model Business Letters*, and it did the job superbly. Well done on your fantastic 7th edition, Shirley.

Leslie Lim, Product & Sales Manager, Pansing Distribution, Singapore

Shirley, your workshops on business writing skills are fabulous. You are a natural presenter, making difficult things simple and bringing everyone into your world of writing. I have never had so much fun learning how to write better business letters! With *Model Business Letters, Emails and Other Business Documents* 7th edition, you have done the same thing. It's an easy-to-read, comprehensive and clear guide that will be indispensable for businessmen and women all over the world.

Ricky Lien, Trainer, Mindset Media, Sydney, Australia

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. Well done on a great new edition, Shirley!

Carmelia Ng, Organisation Development Manager, Fuji Xerox Singapore

Model Business Letters, Emails and Other Business Documents

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