

2.5.10: Assignment- Written Communication

You are a regional manager at the Walk-In Closet clothing store and you just received the most recent feedback from a mystery shopper's in-store experience report. One thing that caught your eye in this report is that the mystery shopper had a hard time identifying a staff member to help them get a changing room. They go on to mention that it was difficult to distinguish between who was a sales associate and who was a customer because there was no standard work uniform. This is not the first time you have read a comment like this. You decide it is time to take action by establishing a dress code for all staff. You are aware there may be some push back from the staff, but if you provide each employee with at least one Walk-In Closet shirt (short or long sleeve) the dress code transition may be easier.

Your task is to write a three-paragraph (minimum) memo addressed to the store managers in your region on the decision to implement an employee dress code program that will be fully implemented by the start of Q3. This memo will discuss the rational, benefits, costs, and time frame involved in executing the new dress code policy. Be sure to address the audience properly, and write to them as a concerned executive. You may also draw from your personal work experience with appropriate examples to support your references.

If you're not familiar with a Memo style, you can [view a sample memo](#). (Note: Your memo does not need to contain every section included in the sample memo. Just be sure to include the date, recipient, sender, subject, and at least three paragraphs addressing the topic.)

Grading Rubric

| Criteria | Not Evident | Developing | Proficient | Exemplary | Points |
|-------------------------|---|---|---|--|---------------|
| Organization and format | 4 pts Writing lacks logical organization. It may show some coherence but ideas lack unity. Serious errors and generally is an unorganized format and information. | 6 pts Writing is coherent and logically organized, using a format suitable for the material presented. Some points may be contextually misplaced and/or stray from the topic. Transitions may be evident but not used throughout the essay. Organization and format used may detract from understanding the material presented. | 8 pts Writing is coherent and logically organized, using a format suitable for the material presented. Transitions between ideas and paragraphs create coherence. Overall unity of ideas is supported by the format and organization of the material presented. | 10 pts Writing shows high degree of attention to details and presentation of points. Format used enhances understanding of material presented. Unity clearly leads the reader to the writer's conclusion and the format and information could be used independently. | 10 pts |

| Criteria | Not Evident | Developing | Proficient | Exemplary | Points |
|---------------------------------|---|---|--|--|---------------|
| Content | 4 pts Some but not all required questions are addressed. Content and/or terminology is not properly used or referenced. Little or no original thought is present in the writing. Concepts presented are merely restated from the source, or ideas presented do not follow the logic and reasoning presented throughout the writing. | 6 pts All required questions are addressed but may not be addressed with thoughtful consideration and/or may not reflect proper use of content terminology or additional original thought. Additional concepts may not be present and/or may not be properly cited sources. | 8 pts All required questions are addressed with thoughtful consideration reflecting both proper use of content terminology and additional original thought. Some additional concepts may be presented from other properly cited sources, or originated by the author following logic and reasoning they've clearly presented throughout the writing. | 10 pts All required questions are addressed with thoughtful in-depth consideration reflecting both proper use of content terminology and additional original thought. Additional concepts are clearly presented from properly cited sources, or originated by the author following logic and reasoning they've clearly presented throughout the writing. | 10 pts |
| Development – Critical Thinking | 8 pts Shows some thinking and reasoning but most ideas are underdeveloped, unoriginal, and/or do not address the questions asked. Conclusions drawn may be unsupported, illogical or merely the author's opinion with no supporting evidence presented. | 12 pts Content indicates thinking and reasoning applied with original thought on a few ideas, but may repeat information provided and/ or does not address all of the questions asked. The author presents no original ideas, or ideas do not follow clear logic and reasoning. The evidence presented may not support conclusions drawn. | 16 pts Content indicates original thinking, cohesive conclusions, and developed ideas with sufficient and firm evidence. Clearly addresses all of the questions or requirements asked. The evidence presented supports conclusions drawn. | 20 pts Content indicates synthesis of ideas, in-depth analysis and evidence beyond the questions or requirements asked. Original thought supports the topic, and is clearly a well-constructed response to the questions asked. The evidence presented makes a compelling case for any conclusions drawn. | 20 pts |

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|---------------------------|--|---|---|---|---------------|
| Grammar, Mechanics, Style | 4 pts Writing contains many spelling, punctuation, and grammatical errors, making it difficult for the reader to follow ideas clearly. There may be sentence fragments and run-ons. The style of writing, tone, and use of rhetorical devices disrupts the content. Additional information may be presented but in an unsuitable style, detracting from its understanding. | 6 pts Some spelling, punctuation, and grammatical errors are present, interrupting the reader from following the ideas presented clearly. There may be sentence fragments and run-ons. The style of writing, tone, and use of rhetorical devices may detract from the content. Additional information may be presented, but in a style of writing that does not support understanding of the content. | 8 pts Writing is free of most spelling, punctuation, and grammatical errors, allowing the reader to follow ideas clearly. There are no sentence fragments and run-ons. The style of writing, tone, and use of rhetorical devices enhance the content. Additional information is presented in a cohesive style that supports understanding of the content. | 10 pts Writing is free of all spelling, punctuation, and grammatical errors and written in a style that enhances the reader's ability to follow ideas clearly. There are no sentence fragments and run-ons. The style of writing, tone, and use of rhetorical devices enhance the content. Additional information is presented to encourage and enhance understanding of the content. | 10 pts |
| Total: | | | | | 50 pts |

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