

Tips

Responding to a request for information about school

1. Follow the direct organizational plan. Repeat Penny's bullet points and follow with the response. This is a clear, easy-to-follow structure.
2. Be personal. Share stories and experiences that may help Penny gain a better perspective of life at this school.
3. Answer all of the questions. If there are obvious follow-up questions, provide that information before being asked.
4. End in a friendly manner. Leave an invitation to write back with further questions at any time.