

**Exhibit 3.19—Informal (Internal-format) Email Routine Message  
with Agenda in the Introduction and Corresponding Headings**

**Two Effective Business-writing Principles That I Have Learned**

Ms. Johnson, the business-writing skills I have learned this semester have improved my writing proficiency. The two that have helped me the most are how to write a letter of application and how to format a resume.

**How to Write a Letter of Application.** Learning to write a letter of application has helped because before this class I had no idea what a letter of application is. But now that I know, I can write one that will allow me to stand out among other applicants. Learning how to list why I am the best applicant out of all who apply has helped me out a lot. I even have had the opportunity recently to use it for a job I applied for. Knowing this skill will help me progress in my career as well as in my life.

**How to Format a Resume.** Preparing a resume has been a struggle for me in the past. I always went with the traditional resume format. Learning how to format a resume with my skills and qualifications first has been an eye opener and a blessing. Because I now know the functional/chronological format for a resume, I can use it when appropriate to apply for jobs and feel confident that I am presenting myself well. I have already used it for applying at several banks in the area. It is working out and I hope it will continue to benefit me.

Overall, learning how to write a letter of application and a resume has allowed me to grow in my professional life. I would not have known these writing skills if I hadn't taken this class. Thank you for teaching me; I look forward to learning other important information about writing.

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