

Task: To make a set of instructions on how to post a letter in the U.S. for English-speaking (ESL-level) audience.

Audience

My audience is naïve and speaks just beginner's basic English.

Introduction

I first made a list of required items the user will need to begin the instruction set

- a) 1 8.5" x 11" page
- b) 1 standard #10 (4.5"x 9.5") white envelope
- c) 1 self-sticking stamp
- d) 1 pen

I have also offered some information the user might find useful.

Instructions

The instructions had to be created first in order to know what steps I would actually require.

I mapped out the list of sequential actions I considered necessary for the entire instruction set.

Layout/Design

As the Yanomami tribe has never seen or used these items before. As the actions required of the user would need to be demonstrated, I decided to use photographs here, rather than use clip-art for convenience. I used four small photos to a page in a balanced format to keep within the one to two page specification. Each action is demonstrated in easy to follow images to best assist someone who does not speak English very well. I tried to vary the photo format on the second page to create a more aesthetic look and appeal.

Editing

I had to format and crop the photos and try to keep within the limits of a ratio of one instruction to one photo, numbering and labeling the figures to go along with each instruction. I have tried to make the language as precise and succinct as possible, making a special effort to be exact in the simplest way I knew how. I had to continually hone down the kind of vocabulary used, and also cut out any verbiage. Though it is hard to use words simple enough to be sure a naïve audience will understand them, I believe the photos are effective in filling in the blanks.

Posting a letter

To post a letter in the U.S. you will need these materials:

- a) 1 8.5" x 11" page
- b) 1 standard #10 (4.5"x 9.5") white envelope
- c) 1 self-sticking stamp
- d) 1 pen

At the Post Office you can buy single stamps or books of twenty stamps, and can also find information about the price of international stamps to send a letter to your particular country.

The back surface of the envelope is made like a pocket or bag. The loose, open part, shaped like a triangle, is called a flap.

1. Turn triangular flap to face you. .
See Figure 1

Fig 1: Envelope (back)



2. Open flap, point facing up, as in Figure 2.

Fig. 2: Open envelope



3. Place first finger of hand inside pocket, separating slightly its two surfaces, as in Figure 2.

4. Holding envelope pocket open, slide envelope into pocket. See Figure 3

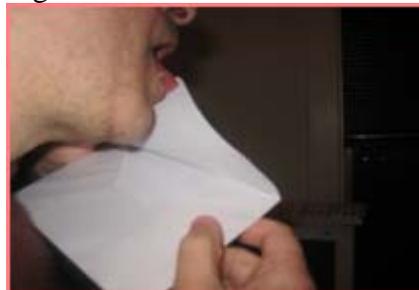
Flap has glue along length of inside edge and letter can be sealed by wetting it.

5. Lick envelope along the entire length of flap, then press flap shut. See Figure 4.

Fig. 3 Insert letter



Fig. 4 Glue letter

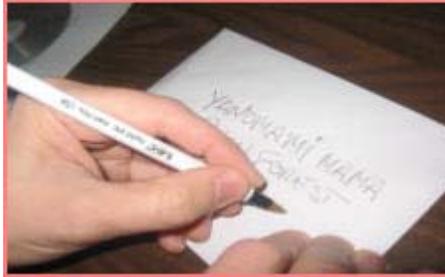


The address now needs be written on the front of the envelope (smooth blank side).

6. Check that envelope faces correct way up (flap down) and write address on front of envelope. Fig. 5.

(Note: You may also wish to write sender's address on back of envelope towards top).

Fig 5: Addressing letter



7. If using a stamp book, pull off stamp from backing paper, then stick stamp on top right-hand corner of envelope. See Figures 6 and 7.

Fig. 6: Stamp book



Fig. 7 Stick stamp



Posting the letter

The mailbox is located outside the Post Office. It is a dark-blue box and written on one side is: "United States Postal Service". Inside large mouth of mailbox, there is a small handle.

8. Pull down on handle to open it, put letter into mailbox, then let go of handle. Your letter is now on its way. See Figure 8:

Fig. 8



