

Writing file 1

Introduction to emails, letters, and memos

1 Read texts a–c below and answer questions 1–2.

1 Match texts a–c to the following types of business writing.

- memo: _____
- email: _____
- letter: _____

2 Who do you think is the sender and who is the receiver in each text (e.g. boss, client, supplier, colleague, employees)?

a
Hi
We're having the meeting Tuesday! Hope you can come. Sorry about the short notice.
Thanks.
All the best
Joel

b
Dear Mr Owen
I am writing to introduce myself. I am your new sales contact for Taylor and Whitaker and I look forward to working with you in the future. I will be in your area next week and would like the opportunity to meet you.
Please do not hesitate to contact me about this or any other matter in the future. I am always available on 0970 567 4738.
Yours sincerely
Nile Peterson

c
To: All staff
From: FD
Subject: Meet our Spanish Sales Office colleagues
Remember the meeting on Tuesday at 10.00 a.m. Our Spanish sales team is here for the day so please attend.

2 Work with a partner and discuss the following questions.

- 1 What types of business writing do you use in your job (in your own language and in English)?
- 2 Who do you write to?
- 3 Who do you get emails, memos, or letters from?

3 Read the texts again. Then work with a partner and match texts a–c to sentences 1–9. Sometimes, more than one answer is possible.

- 1 The sender knows the receiver very well. _____
- 2 More than one person received this. _____
- 3 The sender doesn't know the receiver very well. _____

- 4 It is formal and very polite. _____
- 5 It is friendly. _____
- 6 It is very direct and not very friendly. _____
- 7 The sender wants a reply or further contact. _____
- 8 The sender doesn't expect a reply. _____
- 9 The sender wants to arrange a meeting. _____

4 Sometimes we use formal language in business writing and sometimes we use less formal language. We have to think about the type of business writing we are using (e.g. email or letter) and who we are writing to before we can decide which language to use. Work with a partner and match the less formal words and phrases (1–7) to the formal words and phrases (a–g) that have a similar meaning / function.

- | | |
|-----------------|---------------------------------|
| 1 All the best | a attend |
| 2 wait | b Dear |
| 3 Sorry | c hesitate |
| 4 See you soon. | d would like |
| 5 come | e I look forward to seeing you. |
| 6 Hi | f Yours sincerely |
| 7 want | g I apologize |

5 Read these rules for writing a memo. Choose the correct option from the words in *italics*.

Rules for writing memos

- Write who it is to and from at the ¹*beginning / end* of the memo.
- ²*Do / Don't* write a subject line.
- Try to write about ³*two or three subjects / one subject* in each memo.
- ⁴*Do / Don't* use short and clear sentences.
- Be ⁵*informal / direct and polite*.

6 Work with a partner. Write rules for one of the following, then compare your rules with another pair.

- 1 writing informal emails
- 2 writing formal letters

7 Write ONE of the following. Remember to follow your rules from 5 and 6.

- 1 An email to a colleague – ask to meet tomorrow, say when and where.
- 2 A letter to introduce yourself to a new customer – request a meeting.
- 3 A memo to everyone in your department – you want them to meet an important visitor next week, say when and where.