

ETTIQUETE AT THE OFFICE.- Session 3.- A new task.

Situation

Read the text and listen to the situation.



It's after lunch and the girls are back in the office. **Mr Parker** is waiting for them.

Mr Parker: Hello there, girls. How is it going?

Lourdes: Everything is great, **Mr Parker**.

Mr Parker: Fantastic. I have a new task for you to do.

Susana: What do we have to do, **Mr Parker**?

Mr Parker: I thought you could help me **draw up** a memo.

Lourdes: A memo... what's that exactly?

Mr Parker: Well, it's an internal document... you'll see. I have an appointment now, so I'll see you later.

Susana: Oh, no, again we have to "guess" what **Mr Parker** wants us to do.

Lourdes: Yes, but I think this time I know where to start.

Susana: Really? That's great. What do you think we should do?

Lourdes: Let's take a look at this website. They explain how to write memos. Listen to this: "Memos serve two main purposes: to **bring up** a problem, and to solve or suggest solutions to the problem."

Susana: So memos are basically another form of communication in businesses.

Lourdes: That's correct.

Susana: I wish we could write a memo to your friend **Michael**, to help him find a solution to his problem with his girlfriend.

Lourdes: Yes, I wish we could, but we can't.

Susana: It would be great if we could receive a memo every time we had a problem, wouldn't it?

Lourdes: I guess you're right. Come on, let's **nip out** to the café on the corner to get some fresh coffee. I think we have a long afternoon ahead of us.

Think about it

Give your opinion in the forum:

- ✔ What different means of communication in the office do you know?
- ✔ What are the advantages and disadvantages of those means of communication?



Materiales formativos de FP Online propiedad del Ministerio de Educación, Cultura y Deporte.

[Aviso Legal](#)

1.- What to say: dealing with documents.

Quotation

"You can get through life with bad manners, but it's easier with good manners".

Lillian Gish

Situation

Mr Parker sends the girls this memo about the new company policies on writing memos:

To: All Staff.

From: Mr Parker.

Date: June 1, 2011.

Re: New Memo Format Effective June 1.



In order to make interoffice communications easier, please adhere to the following guidelines for writing effective memos:

- ✔ Clearly state the purpose of the memo in the subject line and in the first paragraph.
- ✔ Keep language professional, simple and polite.
- ✔ Use short sentences.
- ✔ Use bullets if a lot of information is conveyed.
- ✔ Proofread before sending.
- ✔ Address the memo to the person (or persons) who will take action on the subject, and CC those who need to know about the action.
- ✔ Attach additional information: don't place it in the body of the memo if possible.

Please put this format into practice immediately. We appreciate your assistance in developing clear communications. If you have any questions, please don't hesitate to call me. Thank you.

Adapted from http://business.lovetoknow.com/wiki/Memo_Examples

Think about it

Write in the forum:

- ✔ What do you think about the previous ideas to write memos?
- ✔ Do you find them useful?
- ✔ Can you think of other interesting guidelines to write memos?

1.1.- Writing a memo.

A memo is a form of internal communication between people from the same office or organization. Memos are commonly used in place of notes or text messages, especially when the message needs a touch of formality. Memos have a **twofold** purpose: they bring attention to problems and they solve problems. Technically, all memos should be in paper form, although many offices have adopted the electronic memo as official correspondence.



✓ Parts of a memo.

- To: (Readers' names and job titles).
- From: (Writer's name and job title).
- Date: 15 March, 2011.
- Subject: (Be specific and concise).
- A series of paragraphs where you develop the subject of the memo.

Memos need to be coherent, so the ideas have to be linked together with linking words.

Sample memo.

To: Kelly Anderson, Marketing Executive.

From: Tania Fitzgerald, Market Research Assistant.

Date: June 14, 2007.

Subject: Fall Clothes Line Promotion.

Market research and analysis show that the proposed advertising media for the new lines need to be reprioritized and changed. Findings from focus groups and **surveys** have made it **apparent** that we need to update our advertising efforts to **align** them with the styles and trends of young adults today. No longer are young adults interested in sitcoms as they watch reality television shows. Also, it has become increasingly important to use the internet as a tool to communicate with our target audience to show our dominance in the clothing industry.

If we refocus our advertising efforts of the new line of clothing we will be able to maximize the exposure of our product to our target market and therefore increase our sales.



Now it's your turn

Look at an extract from a memo and complete it with the following words.

to sum up → otherwise → also → first of all → although → in consequence.

To: CEO.

From: HR Manager.

Date: 5 June 2011.

Subject: Problems in the website design department.

we have agreed to try to cut down on staff, there are some problems in the website design department. , the person in charge of updating the website is also in charge of managing the department email. , when many people write to ask for information, and require updated information from the website, she is unable to perform both tasks. , I suggest we try to reorganise her job to improve efficiency, our website will never be updated and our emails will not be answered.

2.- How to say it: modal verbs to express obligation.

Think about it

Read the following sentences. What is the difference between them?

- ✔ *You **mustn't** speak to the bus driver. She's driving.*
- ✔ *You **don't have to** speak to your teacher. She's already spoken to your parents.*



Modals of obligation

Use	Modal	Example
Present or future obligation.	must / mustn't. have to. need to.	All students must turn off their mobile phones. To give a good first impression, you have to/need to be punctual.
No present or future obligation.	don't have to. don't need to. needn't.	You don't have to/don't need to/needn't pay to open a bank account.
Past obligation.	had to.	Yesterday, Peter had to buy more milk.
No past obligation.	didn't have to. didn't need to.	I learnt a little Polish, but everyone spoke English, so I didn't have to/didn't need to use it.

- ✔ In spoken English, **have to** is more common than **must**. Must is often used in written notices and instructions.
 - ➔ *'We **have to** go to the supermarket today,' Rita said.*
 - ➔ *Passengers **must** fasten their seat belts.*
- ✔ **Mustn't** and **don't have to** do not mean the same:
 - ➔ *You **mustn't** smoke in the airport!* (= Don't do that!).
 - ➔ *It's my birthday, but you **don't have to** buy me a present.* (= You can do that if you want to, but it's not necessary).

Translation

Click to read the Spanish translation.



Now it's your turn

In the forum. Think of some tips you could give a new employee about etiquette in the office. Try to use modal verbs. Here are some examples:

- ✔ You **mustn't** comment on people's sense of dressing.
- ✔ You **must** keep your voice low when speaking.

Submit

2.1.- Revision of modal verbs to express obligation.

A piece of advice

The difference between must / have to / mustn't / don't have to might seem a little bit difficult to understand at first. Let's revise this grammar point with a presentation. I think you might find it interesting.

**MODAL VERBS TO
EXPRESS OBLIGATION**
HAVE TO / DON'T HAVE TO / MUST / MUSTN'T

[Text summary](#)



2.2.- Now you put it into practice (I).

Let's practise some of the things that we've learnt in this unit.



Now it's your turn

Choose the correct word or phrase.



- 'Smoking isn't allowed at school'.
You **mustn't / don't have to** smoke at school.
- 'It's not necessary to pick me up'.
You **have to / don't have to** pick me up.
- 'We were forced to leave after we paid our bill'.
They **had to / didn't need to** leave after they paid their bill.
- 'The instructions tell you to shake the bottle before using the product'.
You **must / needn't** shake the bottle before using the product.
- 'You can pay either by credit card or you can send us a check'.
You **mustn't / don't have to** send them a check.
- 'You can carry your ID with you if you want, but it's not necessary'.
You **don't need to / mustn't** carry your ID with you.

Submit



Now it's your turn

Complete using the correct form of have to. You may have to use some negative forms.

- Sam can't go out tonight. He look after his nephew.
- She didn't have enough sugar, so she borrow some from her neighbour.
- It's snowing, but luckily we go out today.
- To start the TV you press the power button.
- Daisy worked last weekend, but I .
- you wear a uniform when you were a child?

Submit



Now it's your turn

Test yourself. Fill in the blanks with the correct word in brackets.

- My friend is a (careful / carefully) driver.
- The boss spoke (softly / soft) to his employees.
- He plays the piano very (good / well).
- She works very (hardly / hard).
- I read (slowly / slow) in order to enjoy every page.
- Mary is an (intelligent / intelligently) student.

7. I jumped in the car and drove (quick / quickly) to school.
8. Your boy was very (badly / bad) in class today.

3.- Words you need: the language of memos.

Written communications within an organization are as important as those to be sent outside. Memos are used to share information among employees. The plural form is either *memoranda* or *memorandums*, or memos for the short form. Memos are usually more informal than a business letter. Because of that, the language used when writing memos is direct, concise, and **factual**. We must not forget that memos need to be polite as well.



1. Include the following information: To, From, Subject and Date. Each item should be on a separate line. Write a clear statement of purpose as the first paragraph. Be very specific in stating the purpose. It should be no longer than three sentences.
2. Write a summary paragraph. The summary helps to express the main point, request or recommendation of the memo. It should be no longer than four or five sentences.
3. Write a discussion section that explains the main recommendation or request of the memo. This is the most important and longest part of the memo because it describes the background of the reason for the memo. This section also provides all of the **supporting evidence**, facts or other information for the main point of the memo.
4. Write a recommendation or closing section. Clearly state what you want the reader to do next. If necessary, include a **bulleted list** of suggested actions that the reader should take.
5. Use headings for each section throughout the memo so that the reader can easily read and understand the memo. With headings, the reader is able to skip certain sections that he or she is already familiar with or does not need. Using headings also makes writing memos easier because it gives the writer a clear **focus** for each section.

Tips and warnings.

Add attachments to the memo, if necessary. If you plan to add attachments, be sure to refer to them throughout the memo.

Text adapted from http://www.ehow.com/how_4827518_write-formal-business-memo.html



Now it's your turn

Match the expressions to the paragraphs of the text above.

Matching exercise

Expressions	Match	Paragraphs
Aim, objective.	<input type="checkbox"/>	1.
Advice about what to do.	<input type="checkbox"/>	2.
Titles.	<input type="checkbox"/>	3.
The most important information (not all the details).	<input type="checkbox"/>	4.
Previous information.	<input type="checkbox"/>	5.

Submit

3.1.- Now you put it into practice (II).

Now we are going to do a few exercises to practise writing memos.



Now it's your turn

Fill in the blanks with polite expressions.

I'd like to → I'd appreciate it if → Could → I'd be grateful if you → Would it be possible to → May.

1. you inform your manager about the latest figures?
2. could fax me the documents as soon as possible.
3. all the arrangements were made before next week.
4. I use your fax machine?
5. book the meeting room for Tuesday?
6. arrange a meeting with the head of department.



Now it's your turn

Choose one of the verbs below to complete each sentence.

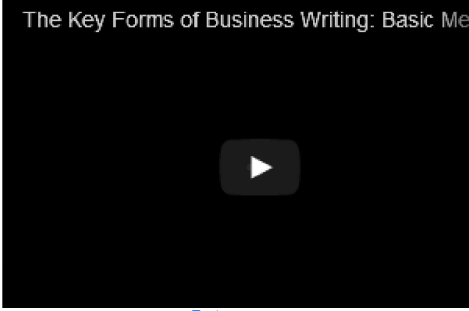
lend → use → work → tell → borrow → make arrangements → ask.

1. I'd like to someone's office next Thursday.
2. Could you overtime tomorrow?
3. Could I the photocopier in your office?
4. Could you him to attend the meeting?
5. I'd appreciate it if you could me an office where I could work.
6. Did you to receive the visitors?

A step ahead

A video in which we get useful tips to write a memo.







The Key Forms of Business Writing: Basic Me



[Text summary](#)

Appendix.- Licenses of resources.

Licenses of resources used in session 3. "A new task"

Resource (1)	License of resource (1)	Resource (2)	
	By: Andrew Malone. License: CC by 2.0. From: http://www.flickr.com/photos/andrewmalone/2480919864/		By: shaz wildc License: CC b From: http://www.flickr.com/photos/shazwildc/2480919864/
	By: istoletv. License: CC by 2.0. From: http://www.flickr.com/photos/istoletv/121857164/		By: andreas. License: CC b From: http://www.flickr.com/photos/andreas/121857164/
	By: Jacek Becela. License: CC by-sa 2.0. From: http://www.flickr.com/photos/ncr/509015574/		By: Bre Pettis. License: CC b From: http://www.flickr.com/photos/brepettis/509015574/