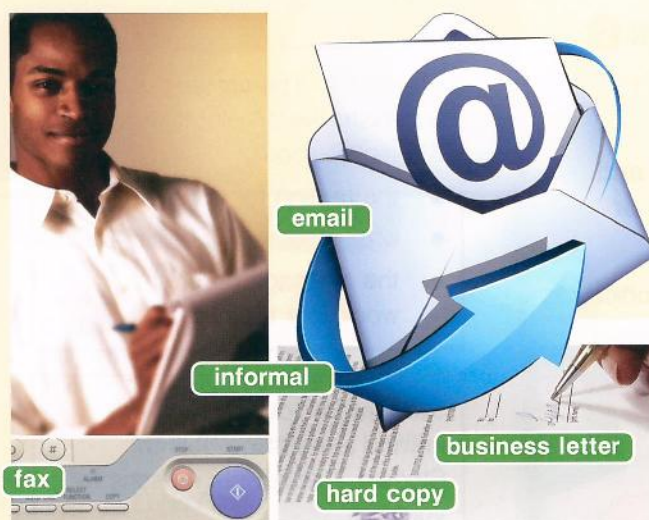


5 Correspondence

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common types of business correspondence?
- 2 What tone is appropriate for different kinds of correspondence?



Fibersoft Industries Employee Handbook Part V. Correspondence

Fibersoft employees are responsible for many types of correspondence. It is always important that your communications be professional. This is true for both **interoffice** and **outside** communication.

Outside communication

Business letters: Most employees are aware that business letters should be **formal**. If you are unsure about how to format a business letter, consult appendix B.

Email: Emails sent outside the company should be as formal as business letters. Many companies tend to send **informal** emails. We wish to maintain a level of professionalism even in electronic communication. This means **prompt** responses to emails, also. You must **cc** a manager on emails to new clients.

Faxes: Faxes should always be sent with a cover sheet. See appendix B for the fax cover sheet form. You should also file a **hard copy** of any fax sent.

Interoffice communication

Memos: Memos may be informal, but they should always be professional.

Email: It is not **appropriate** to use interoffice email for personal messages.

Reading

2 Read the employee handbook. Then, choose the correct answers.

- 1 What is the main purpose of the passage?
 - A to explain how to write a business letter
 - B to describe the difference between outside and interoffice communication
 - C to inform employees about how to communicate appropriately
 - D to insist that hard copies be made of all business communication
- 2 Which of the following is NOT a formal type of correspondence?
 - A email
 - B business letters
 - C memos
 - D outside communication
- 3 Why should outside emails be formal?
 - A to prevent confusion
 - B to keep electronic correspondence professional
 - C because they are sent to a manager
 - D because they will also be faxed

Vocabulary

3 Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

business letter informal outside
cc fax memo formal interoffice

- 1 Professional correspondence should be _____.
- 2 You can write that _____ on scrap paper.
- 3 It's only a note about next week's picnic. It can be _____.
- 4 Make sure you _____ Marta on this email.
- 5 Send a(n) _____ note to remind everyone about the important meeting.
- 6 The lawyer's _____ should come in on the machine soon.
- 7 A(n) _____ is almost always written in a professional style.
- 8 _____ correspondence must be mailed with sufficient postage.