



## Different types of writing for different purposes

This task has **three** parts.

### Part 1

In this part you will learn about different ways of communicating at work.

### Part 2

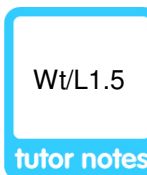
In Part 2 you will be able to try out your skills.

### Part 3

Part 3 will give you test-type questions and help you to check your answers.

The following information can help you to:

- think about different ways of communicating in writing when at work
- understand when and how to use e-mails, memos and reports.



## Thinking about different types of writing

*A number of questions within the Level 1 Literacy National Tests ask you to understand the ways in which short reports, memorandums (memos) and e-mails are organised.*

*Here is an example from Progress Check G of the Learner Route.*

Questions 26 to 30 are based on the following document.

This document could be **best** described as a

**BETTA BACON LTD**

To: Heads of Department  
 From: Personnel  
 Subject: Visit to factory by Health and Safety Trainers  
 Date: 15 February

Training will take place on 22 February. The purpose is to upgrade or, in the case of new staff, undertake the following 2 topics:  
 9:30 - 12:30: Frozen Meat and Bacon Press Safety Regulations  
 1:30 - 5:30: E.coli 157 and "Ready To Eat" meats.  
 Please inform your staff of these times and return enclosed lists completed with names of all your staff who will be attending.  
 Remember it is our practice to promote and encourage safety and hygiene awareness for all staff. Please return lists by 20 February.

line 1  
 line 2  
 line 3  
 line 4  
 line 5  
 line 6  
 line 7  
 line 8  
 line 9  
 line 10  
 line 11  
 line 12  
 line 13

- A.  business letter
- B.  short report
- C.  memorandum
- D.  personal note



## Build your skills: Writing for different purposes – Part 1

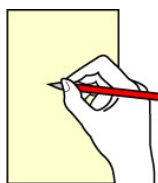
There are also questions that ask you to show understanding of when you would use each type of written communication.



*What forms of communication do you use at work?*

- *Do you know when it is best to use an e-mail, memo or a letter?*
- *Do you know when you might use a short report?*
- *How do you make sure that your point is clear for your reader?*
- *Do you ever use bullet points, diagrams or visuals, such as photographs, in your communications?*
- *Do you know the best way to structure your written work?*

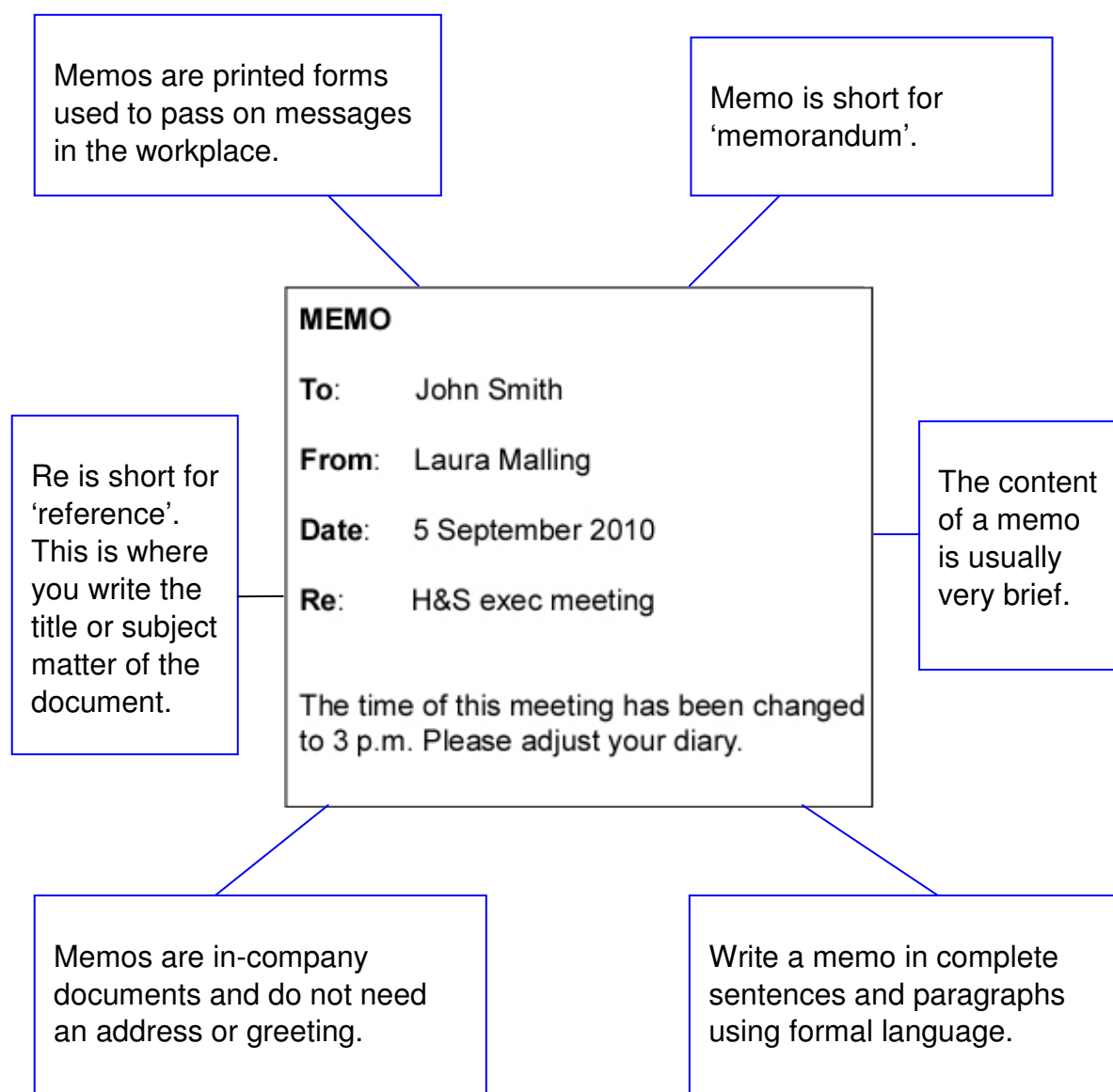
In the section that follows, you will see some information on three different types of texts used at work: memos, e-mails and short reports.



Read this section.

## Understanding different types of text

### Memos





## E-mails

E-mails take a similar format to memos.

E-mails can be a less formal way of communicating at work.

E-mail is short for 'electronic mail'.

From: Paul Roberts Sent: 26/11/08  
To: Janet Lewis  
Cc:  
Subject: Dealing with complaint - J Sumner

Just to let you know, I am dealing with a complaint from the above about the state of her flat. Strikes me as one of those who complain about everything and anything, but I'll send someone round to have a look and let you know what happens. I sent her the attached letter.

Paul

E-mails can be sent and received almost instantly.

You can send the same message to a number of people at the same time.

E-mails can be used for short work-related communications or notes to friends.



## Short reports

A report is a formal method of passing on facts, viewpoints and details to other people.

<b>Accident report by:</b>	
<b>Name</b>	
<b>Date</b>	
<b>Place</b>	
<b>Description of accident:</b>	
<b>Recommendation:</b>	

Use a style that is clear, simple and easily understood.

Before writing, ask yourself:

- Who is going to read it?
- What do they already know about the subject?
- What do they need to know?
- How much time will they have to read it?

Your writing should stick to the facts unless you are asked for an opinion.

A report can include images, diagrams, charts etc. to help the reader understand what you want to say.

For further help with the nature of memos, e-mails and short reports, go to the Key Skills Trainer: [www.keyskills4u.net](http://www.keyskills4u.net).

For fact sheets and activities to help you make the most of your e-mails, memos and reports by using bullet points, charts, diagrams, flow charts, images and tables, visit Skillswise: [www.bbc.co.uk/skillswise/words/writing/format\\_and\\_structure](http://www.bbc.co.uk/skillswise/words/writing/format_and_structure).

**In Part 2 of this task you can try out your skills in using this information on memos, e-mails and short reports.**