

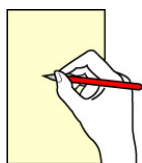


Different types of writing for different purposes

Try it out

In this part you can try out your skills.

Use the information on e-mails, memos and short reports in Part 1 of this task to answer these questions.



Activity 1

Today at 11 a.m. you were with Hayley Jones when she had an accident in the stock room. She was reaching for some paper when some badly stacked boxes fell from a shelf above. She had a slight cut to her forehead. You called the site first aider and she was treated at the scene. She has been advised to consult her doctor if there are any further problems.

You would need to contact various people about the incident. Choose the most appropriate form of communication for each task and match them to the descriptions.

1	E-mail
2	Memo
3	Short report

A	Inform other staff in the office (ten people) to take more care when stacking items in the stock room.
B	Give details of the incident to the site health and safety officer.
C	Inform your off-site line manager about the incident.

Go to Part 3 to check your answers.



Activity 2

Before you complete further activities, use this chart to help you decide what information you would need to include in each type of communication. Tick the yes boxes where you think the information should be included.

Remember: in an e-mail, some of the information is included automatically, e.g. date.

	E-mail		Memo		Short report	
	Yes	No	Yes	No	Yes	No
Sender's name						
Recipient's name						
CC*						
Date						
Time						
Subject heading						
Greeting						
Signing off						

* CC comes from 'carbon copy'. Before electronic photocopying and computers, a copy of an original document could be made at the same time using carbon paper. In e-mails, memos and reports, cc is still used to refer to people who will also receive a copy of the document for information purposes only.



Now try these questions.



Activity 3

Here is a memo.

MEMO

To: All staff in office H6

From: *Your name goes here*

Date: 8 October 2008

Re:

Following Hayley's accident in the stock room this morning, could you all please be sure to take care when storing items on higher shelves?

Please refer to section 2a of the company health and safety manual for further guidance on this matter.

- 1 Which of these is the most suitable subject for this memo?
 - A Hayley Jones
 - B Stock room health and safety
 - C Health and safety manual and taking care
 - D Tidy up!



Activity 4

Here is the e-mail to your line manager about the incident.

	To:	Baljit Dhaliwal
	Cc:	
	Subject:	Stock room accident

Hi Baljit,

Unfortunately, Hayley Jones suffered a cut to her eye this morning. This was a result of some badly stored boxes in the stock room falling on her. I was with her at the time and called the on site first aider. After treatment, Hayley was fine, but a little dazed.

The incident was due to boxes being put away badly, thus causing a health and safety risk. I have therefore written:
A brief memo to office staff asking them to take more care, I have copied this to you.
A report to the company health and safety officer, again with a copy to you.

Please let me know if there is anything else I need to do.

Thanks

- 2 Who should be included in the cc?
- A All office staff and Hayley Jones
 - B The caretaker and Hayley Jones
 - C Hayley Jones
 - D The health and safety officer and Hayley Jones



Activity 5: taking your skills further

Using the information in Part 1 of this task about preparing documents, and the information in this part about Hayley's accident, complete the short accident report form below for the health and safety officer.

ACCIDENT REPORT FORM	
Person involved:	
Line manager's name (where applicable):	
Date of accident:	
Time:	
Place:	
Description of accident:	
Action taken:	
Report written by:	
Signature:	
Date:	

Go to Part 3 when you are ready to check your answers.