



Writing emails, faxes and memos

Emails, faxes and memos can be similar in style. Memos and emails between colleagues can be informal, but business faxes and emails, etc. may be either semi-formal or formal depending on the individual relationship and what the message contains. It is also common for normal business letters to be sent as faxes.

There are some basic rules for writing faxes, memos and emails:

- You do not have to write Dear Sir/Madam/Mrs Smith or use a particular formula at the end: you can just sign your name.
- Be consistent in style. Don't vary between formal and informal.
- Appearance is still important – remember to use paragraphs and proper sentences.
- Keep it short and to the point.
- Use the subject line to summarize the point of the message so the reader is clear about the content.

Email

The screenshot shows two email windows. The first window is an email from Jane Hayle to George Andell, dated 8 September 04, 15.36, with the subject 'Rehearsal tonight'. The body text says: 'Hi George', 'Sorry to say I'll be a bit late for tonight's rehearsal as something's come up at work and I won't be able to get away on time. I hope to make it by 7.15.', and 'J'. The second window is an email from Jane Hayle to twalton@lamschool.co.uk, dated 8 September 04, 15.54, with the subject 'New textbooks'. The body text says: 'Dear Ms Walton', 'The books you ordered last week are now in stock and awaiting collection. I attach a list of coursebooks currently in stock at the bookshop.', 'Jane Hayle', 'Assistant Manager', 'Castle Bookshop', 'Tel 0308 949 9483', 'Fax 0308 949 9484', and an attached file 'Coursebooks.doc'.

Fax

Falcon Publishing
354 Walnut Street
Philadelphia PA 19106
Tel 0049 3492945
Fax 215 925 8722
Email a.carroll@falcpub.com

Fax *To* Ian Jenkins,
 Hedgerow Books
From Alice Carroll
Fax no. 202 736 5412
Subject Publicity Material
Date 8 March 2005
Pages including this page: 1

Following our phone conversation yesterday I am sorry to say that the publicity material for *The Magic Pineapple* will not be available until next week. I will arrange for it to be sent to you as soon as we receive it from the printers.

Alice Carroll
Publicity Assistant

Memo

Falcon Publishing
Children's Books

Memorandum

To: All editors
From: Frank Digby
Subject: Sales figures
Date: 8 October 2005

Please see the attached sales figures for September. A meeting to discuss these will be held on Tuesday 12 October at 10.30 a.m. in the Conference Room.

Frank