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Memorandums Memorandums or memos are business messages, which transmit information to those within a company. They are used for many of the same purposes for which business letters are used. The format for memos varies from company to company.

However, all memos, regardless of format, include the following five guide words: (1) Memorandum or Memo, or Interoffice

Memorandum. (2) Date. (3) To: (shows the name of the person who will receive the message. The receiver's job title is often included.) (4) From: (shows the name of the writer of the message.) (5) Subject: tells the topic of the memo. It should be clear, concise and

complete. Some companies use the designation Re: (regarding) instead of Subject. Some companies purchase or print their own memorandum stationery with the five guide words mentioned above. This saves the writer some time when preparing

memos. Memos usually serve the following purposes: (1) Give instructions or notify events which occurred. (2) Seek information. (3) Offer ideas and suggestions. Sample 1: Request

Memorandums (1) Memorandum Date: 28 June 1995 To: All Training Personnel From: R. Markham Head, Training Department Subject:

Providing Clear, Complete Instructions It has come to my attention that new employees are not performing their jobs satisfactorily. This

is the fault of the trainer, not the trainee. You should give clear, complete instructions. Please follow these guidelines:

1. Give an overview of the task. Make sure the task is understood.
2. Describe each step in order.
3. Describe each step thoroughly.
4. Ask questions at each step. Do NOT ask: Do you understand? Ask: How do we begin? What do we do next? etc.
5. Have trainees repeat the instructions.

Answer the Following Questions

1. What is the aim of this request memo?
2. How is the request memo arranged?

Words and Phrases

1. Subject: Re: e.g. Subject: Operating Instructions for New Coping Machines
2. come to one 's attention: draw one 's attention e.g. It has come to my attention that the stationary is running out very soon.
3. perform: do, carry out e.g. We are to perform an experiment in the next class.
4. instruction: the act of instructing, teaching e.g. He is not yet instructed, but still under instructions.
5. overview: whole idea e.g. Give them an overview of the assignment.

(2) MEMORANDUM

To: All members of staff,  
Northern Branch

From: K.L.J.

Date: 5 December 1994

Subject: Personal Computers

The board urgently requires feedback on our experience with PCs in Northern Branch. I need to know, for my report:

1. What you personally use your PC for and your reasons for doing this. If you are doing working that was formerly done by other staff, please justify this.
2. What software you use. Please name the programs.
3. How many hours per day you spend actually using it.
4. How your PC has not come up to your expectations.
5. What unanticipated uses you have found for your PC, that others may want to share.

Please fax this information directly to me by 5 p.m. on

Wednesday 7 December. If you have any queries, please contact my assistant, Jane Simmonds, who will be visiting you on Tuesday, 6 December. Thank you for your help.

**Answer the Following Questions**

1. What is the main point of the memo?
2. What is the secondary idea?

**Words and Phrases**

1. board: committee or association of company directors  
e.g. He has been elected to the board of a new company.
2. feedback: information about the results of a set of actions, passed back to the person in charge, so that changes can be made if necessary  
e.g. The company welcomes feedback from the people who use the goods it produces.
3. justify: give a good reason for  
e.g. How can you justify your rude behavior?
4. come up to: equal  
e.g. Your recent work hasn't come up to your earlier standards.
5. queries: questions or doubts  
e.g. Please let me know if you should have any query.

**Sample 2: Instruction**

**Memorandums**  
Memorandum

To: All employees of Carson Bank

From: Robert Dickinson, President RDD

Date: June 20, 2003

Subject: Instructions for New Safes 100

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