

汇丰银行商务写作教程（4）PDF转换可能丢失图片或格式，  
建议阅读原文

[https://www.100test.com/kao\\_ti2020/227/2021\\_2022\\_\\_E6\\_B1\\_87\\_E4\\_B8\\_B0\\_E9\\_93\\_B6\\_E8\\_c85\\_227554.htm](https://www.100test.com/kao_ti2020/227/2021_2022__E6_B1_87_E4_B8_B0_E9_93_B6_E8_c85_227554.htm) Organising: Types of Correspondence  
How many types of correspondence do you need to write? Basically, two: internal correspondence (the messages you write to colleagues) external correspondence (the messages you write to customers). However, when you write to colleagues or customers, you can use a variety of documents. Do you know which types of documents you can use when you write to colleagues? And which types you can send to customers? For internal correspondence, you can use e-mail, fax and memo. For external correspondence, you can use e-mail, fax and letter. The way you organise the content of most e-mails, faxes, letters and memos is similar. However, the format - or layout - of these documents is different. Can you recognise the formats of the documents you write? E-mail  
The way you organise the contents of most documents is similar. Try to discover the basic outline you can use in most of your correspondence. Read through the memo below and try to identify what type of content each of the four paragraphs contains.  
The HSBC Group  
MEMO  
To: All Staff  
Date: 20 July 200X  
From: General Manager  
Reference  
Subject: Dress Code  
As you know, we have always enforced a strict dress code. We have now revised this code. I would like to inform you of the changes. The code for branch staff and office staff is different. As I'm sure you will appreciate, there are no changes for branch staff. All branch staff must wear the correct uniform at all times. On the other

hand, if you work in the office, you may wear smart-casual wear. However, on any day that you do meet people from outside the company, please ensure you are dressed in a business-like manner. Please adopt the new dress code from 1 September. If you have any questions, please call Annie Wong on 2344 7765.

Answers:  
Paragraph1: background  
Paragraph2: writer ' s purpose  
Paragraph3: reader ' s information  
Paragraph4: reader ' s response

Now read through the letter below. Identify the type of content in each of the five paragraphs in the spaces provided.

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