

## EXERCISE

1. Prepare a résumé that highlights your character, education, and experience. Use the Sanchez résumé and "Tips for Preparing a Résumé" in this chapter as a guide.
2. Check your local newspaper or familiar Web sites for job listings, and write a letter applying for some current job that interests you. Attach the job listing with your letter.

## Writing E-mails

The office memorandum (*memo*, for short), usually sent as an e-mail message, is a vital link between and among workers in an institution and provides a formal record of newly initiated activities and requests for information or action. E-mail continues to grow in popularity, and for good reason. It is quick; it is informal; and it can cover wide geographical territories without problems. An office manager may e-mail all her employees about new safety regulations required by the state; an office assistant may e-mail his boss requesting annual leave over Christmas and New Year; a sales manager may e-mail a representative requesting explanations of weakening sales for an important product. Some e-mails are fairly long, but usually the most effective communication in this medium is brief and to the point—and deals with an explicit topic. Look at the annotated e-mail on page 413.

E-mail messages should be concise and, despite the informality of the communication, should be error-free. Most e-mail providers have built-in spell checks. Don't assume that e-mail is an open field for bad spelling and grammar; mistakes always diminish the impact of your message in any medium. And remember: Business e-mail is for doing business. If you want to pass along or receive jokes, local supermarket sales information, concert dates, and so on, be sure that you use your private e-mail account for such purposes, not the account established where you work. Many companies now monitor their employees' e-mail, and you want to be beyond reproach.

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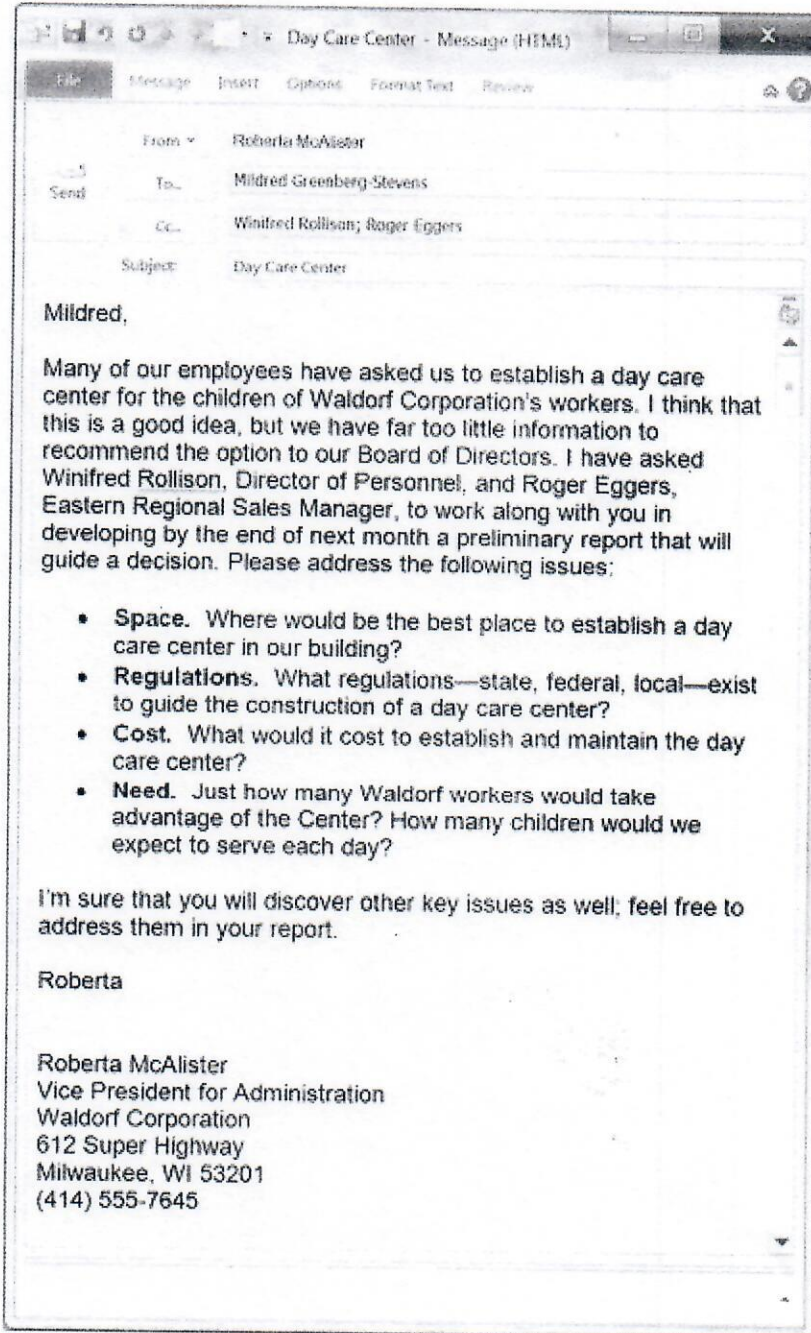
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desired outcome  
stated in the  
first paragraph

Deadline for  
completion of  
stated task

Sender's  
contact  
information



## TIPS for Successful E-Mails

- **Be brief.** If your e-mail is too long, you probably should write your message in a separate file and add it as an attachment.
- **Include relevant dates.** E-mail programs automatically add the date sent to outgoing messages. Be mindful, though, that words like *tomorrow* can be vague, depending on when an e-mail is actually received or read. Your message will be clearer if you use specific dates.
- **Check names and e-mail addresses carefully.** Probably the worst error you can make is misspelling someone's name. Also be sure that the copies go only to the people you intend to read the e-mail.
- **Always fill in the "Subject" line.** If you leave it out, the recipient will read "No Subject," a phrase generated by the server. "No subject" says "This is not really important, even if that's not what you mean."
- **Replay to e-mails promptly.** If an answer is called for in an e-mail you receive, acknowledge the message as quickly as possible. Remember that if you send a "Reply all" message, every recipient of the original message will see your response.

## EXERCISE

Write an e-mail on one of the following issues:

1. Announce to members of your class a trip to a local animal sanctuary; include the purpose of the trip, the day and time, the cost, the person in charge, and any other relevant details.
2. Assume that you are the office manager of an employee pool of twenty-five people and that you are writing to remind your workers of the importance of getting to work and, moreover, getting to work on time. Sick-day call-ins seem excessive to you. Employees also have been clocking in beyond accepted arrival times.
3. Announce to members of your class a series of collaborative study sessions that you're trying to organize in preparation for the biology final.

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