

Business Writing

In this unit you are going to learn about

- writing business documents

Lesson 1 - Business Documents



Warm-Up

Note down a few business documents that you know.



Activity 1

In response to her e-mail with the accounting firm, Mrs Jacobson received an out of office auto-reply below. Read the message. Say what you think.

 Send	To...	Mrs Jacobson
	Cc...	
	Subject	Out-of office Auto Reply

I will be unable to delete all the emails you send me until I return from holiday (18th of January). Please be patient, and your mail will be deleted in the order in which it was received.

Here are some more funny automated e-mail responses:

Thank you for your message. Just to make you aware, I am currently ignoring your email as I do not get paid enough to respond to your enquiry.

Thank you for your email. Please kindly note that I will not be able to reply to it promptly. In fact, I might not have the time to reply to it at all.



Activity 2

Here are some different types of business documents. Match them.

a invoice b contract c memo d agenda e order from f letter g fax h newsletter i sales report

2

Katz Meow Cattery
Sales Contract

On the Date of: _____, Katz Meow (Hereafter referred to as the Seller or Breeder) agrees to sell to: _____ (Hereafter referred to as the Buyer) with the understanding that the kitten(s) is/are not to be used for breeding purposes. The Kitten must be castrated or spayed before 6 months of age. Upon receipt of a licensed veterinarians written certificate documenting the veterinarians name and phone number showing that the altering operations has been performed, the above kitten's registration application will be sent to the buyer. If altering certification has not been received by (Date:) _____, the undersigned Buyer agrees that the Breeder has the right to reclaim the above kitten without refund of the purchase price. Reasonable legal fees incurred in so doing will be paid for by the Buyer.

Buyers Address: _____
City: _____ State: _____ Zip: _____
Phone #: _____
The Seller and Buyer have agreed upon the price of \$ _____ for the cat described below;

Color: _____ Sex: _____ Born on this Date: _____
Breed: Traditional Siamese or Classic Siamese
Registering Organization: ACA (American Cat Association) or **TCA** (Traditional Cat Association) or other _____

Sold as Breeder: Yes No (circle one)

The Seller is transferring the Cat/Kitten to the Buyer in good faith as a healthy and well cared for animal. The Buyer is encouraged to have the Cat/Kitten checked out by a Veterinarian of the Buyer's own preference within a period of 72 hours. If within this 72 hour period the Kitten is deemed by the Buyer to be sick, the Buyer must have written documentation from his/her veterinarian before the Cat/Kitten will be returned to the Seller/Breeder for a full refund. After this period, the Seller makes no guarantees as to the health or suitability of the Cat/Kitten with the following exception: If, at any time prior to the Cat's first (1st) Birthday, the Cat should develop an undisputedly hereditary defect, (must have written documentation from a veterinarian precluding the Cat's ability to be reasonably suited as a pet), the Seller/Breeder will provide a replacement cat.

AT NO TIME WILL THE SELLER ACCEPT THE RESPONSIBILITY FOR ANY VETERINARY BILLS INCURRED BY THE BUYER

Kittens when introduced into new surroundings are sometimes strange and are inclined inactivity. Kittens may also develop under stress, conjunctivitis, upper respiratory ailments. Kittens may refuse food to which they may or may not be accustomed. After becoming environment they will readily accept you as their new master as well as the food you of using bottled water for 1 week and mixing gradually with your local tap water. Your care the Cat/Kitten in overcoming the shyness to their new environment.

AT NO TIME WILL MONEY BE RETURNED TO THE BUYER AFTER THE 3-DAY ACCEPT
This Agreement is made for mutual benefit to protect you as well as ourselves.

Signature (Buyer): _____ Signature (Seller): _____

Contract Date: _____



Design Shack

1234 N Street
Phoenix, AZ, 85032
email@designshack.net
(123) 555-0135

Invoice# 001
Date: 02/04/10

1

Payment Due: 02/11/10

PROJECT	HRS	RATE	SUBTOTAL
Article Writing	3	\$50	\$150
<small>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce consectetur sapien et lorem facilisis rutrum. Suspendisse quis tortor eget risus pharetra pulvinar sit amet ac ante.</small>			
Web Design	15	\$100	\$1,500
<small>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce consectetur sapien et lorem facilisis rutrum. Suspendisse quis tortor eget risus pharetra pulvinar sit amet ac ante.</small>			
Graphic Design	12	\$100	\$1,200
<small>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce consectetur sapien et lorem facilisis rutrum. Suspendisse quis tortor eget risus pharetra pulvinar sit amet ac ante.</small>			
			Total: \$2,850

All totals are final and non-negotiable. Payments must be made by the specified due date with no exceptions. Electronic payments can be made via PayPal to the email address above. Mailed checks will be considered late if the postmark date is after the due date above.

Thanks a bunch!
Josh Johnson
Editor

MEMO



City Commission

To: Mayor Jeri Muoio
From: Commissioner Kimberly Mitchell, District 3
Date: August 13, 2012
RE: **The Related Group Project**

3

I believe our efforts towards finding the proper profile for the proposed TRG project on North Flagler are finally showing positive signs of reaching a resolution that will become the catalyst for a broad consensus amongst all the stakeholders.

By requesting The Related Group allow Rybovich Marina to take a more active role in the long term planning of the Flagler corridor and in particular, how The Related project would fit in to a long term plan, we are in a sense, establishing a starting point and hopefully a road map of where we as a City are trying to go.

I also believe the connectivity between the North Flagler corridor, the Northwood business district and the Broadway corridor should and must be part of the "vision." And for that, we need the neighborhoods to also take a more active role, sooner rather than later.

To that end, I have asked both Rybovich and Related to initiate a series of meetings with the affected north end neighborhoods as an integral part of the dialogue.

My hope is that with the private sector resources coupled with the grassroots involvement from the residents and businesses, a long term vision and plan can emerge that could then be brought to the City for regulatory oversight, scrutiny and input.

Additionally, I would like to work with City staff to look at ways to include parking along Broadway to generate a much greater level of interest for prospective and likely businesses. We touched on this briefly at our CRA update two weeks ago.

I am suggesting the current application for density waiver on behalf of The Related Group be continued until such time that all the stakeholders are prepared to present to the Mayor and the Commission the results of their work product. I have had this discussion with representatives of TRG and they have agreed.

To: Mr. Lousberg, Chief Date: 17 January 2001
 Address: Inspectorate for Health Care Ministry of Public Health Den Haag - The Netherlands Ref.: INCB-PSY 10/01 File: 141/1 NET
 Fax No.: 00031 - 70 - 340 71 59 No. of Pages: 1
 From: Herbert Schaepe, Secretary International Narcotics Control Board
 Subject: International control of the preparation "ayahuasca"

Dear Mr. Lousberg,

I would like to refer to your facsimile of 20 December 2000 concerning the traditional use of controlled substances, in particular the use of a preparation called "ayahuasca" by religious groups in the Netherlands.

The above mentioned issue was consulted by the INCB Secretariat with the Scientific Section and the Legal Advisory Section of the United Nations International Drug Control Programme (UNDCP). It is our understanding that "ayahuasca" is the common name for a liquid preparation (decoction) for oral use prepared from plants indigenous to the Amazon basin of South America, essentially the stem bark of different species of a jungle vine (*Banisteriopsis* sp.) and the tryptamine-rich plant *Psychotria viridis*. According to the scientific literature, ayahuasca commonly contains a number of psychoactive alkaloids, including DMT which is a substance included in Schedule I of the 1971 Convention on Psychotropic Substances.

No plants (natural materials) containing DMT are at present controlled under the 1971 Convention on Psychotropic Substances. Consequently, preparations (e.g. decoctions) made of these plants, including ayahuasca are not under international control and, therefore, not subject to any of the articles of the 1971 Convention.

Yours sincerely,



8

Profmax Business Solutions Pvt.Ltd.

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 E-Mail: contact@profmax.com

Purchase/ Sales Report
 01/Apr/2006 to 01/Aug/2006

17/

Date	Particulars	You No.	You Name	Form No.	State	Stock	Inwards Qty.	Outwards Qty.	Rate	D
01/Apr/2006	Basu & Co	6	Purchase		Bengal	Mother Board	25Pc		6000	15000
01/Apr/2006	Basu & Co	6	Purchase		Bengal	Mouse	30Pc		200	600
01/Apr/2006	M/s Sheetal Works	1	Sales		Bengal	C.P.U.		2Pc		9500
01/Apr/2006	M/s Sheetal Works	1	Sales		Bengal	Printer		1Pc		5200
02/Apr/2006	Akash Enterprise	2	Sales		Bengal	Mouse		20Pc		500
02/Apr/2006	Akash Enterprise	2	Sales		Bengal	Colour Monitor		1Pc		12500
01/May/2006	Manish Agencies	7	Purchase		Bengal	Printer	18Pc		3500	63000.00
01/May/2006	Manish Agencies	7	Purchase		Bengal	Ram	22Pc		2500	55000.00
01/May/2006	Manish Agencies	7	Purchase		Bengal	Speaker	5Pc		500	2500.00
01/May/2006	Manish Agencies	7	Purchase		Bengal	Ups	28Pc		4000	112000.00
01/May/2006	Basu & Co	3	Sales		Bengal	Mother Board		2Pc		8000
01/May/2006	Basu & Co	3	Sales		Bengal	Ram		1Pc		4000
01/May/2006	Basu & Co	3	Sales		Bengal	Ups		2Pc		6000
02/May/2006	K.V.J Infotech Pvt.Ltd	2	Purchase		Bihar	Mother Board	4Pc		5500	22000.00
02/May/2006	K.V.J Infotech Pvt.Ltd	2	Purchase		Bihar	C.D.Rom	2Pc		1500	3000.00
02/May/2006	K.V.J Infotech Pvt.Ltd	2	Purchase		Bihar	Printer	2Pc		3200	6400.00
02/May/2006	K.V.J Infotech Pvt.Ltd	2	Purchase		Bihar	Ups	1Pc		3000	3000.00
02/May/2006	Zenith Computers Pvt.Ltd	1	Purchase		Rajasthan	Speaker	4Pc		500	2000.00
02/May/2006	Zenith Computers Pvt.Ltd	1	Purchase		Rajasthan	Colour Monitor	2Pc		8500	13000.00
02/May/2006	Dalmia Computers	3	Purchase		Bengal	C.P.U.	3Pc		5200	15600.00
02/May/2006	Dalmia Computers	3	Purchase		Bengal	Hard Disk	4Pc		4100	16400.00
02/May/2006	Dalmia Computers	3	Purchase		Bengal	Colour Monitor	3Pc		6500	19500.00
01/Jun/2006	Manish Agencies	4	Sales		Bengal	Hard Disk		1Pc		10000
01/Jun/2006	Manish Agencies	4	Sales		Bengal	Speaker		2Pc		1400



Staying with Sobriety

WINTER 2009

In This Issue

- A New Gateway Drug?
- Heroin Use Among Teens On The Rise
- At a Glance
- Family Connection: Couples in Recovery from Alcoholism
- Critical Things You Should Know About Spiritual and Emotional Pain

A New Gateway Drug?

When asked what is the typical drug used in the United States, many might reply marijuana or cocaine. Marijuana has long been labeled a "gateway drug," meaning that it is a link to much more dangerous illegal substances such as cocaine. However, an alarming trend has been noted lately — particularly among teens — in which heroin is the first substance used as a gateway drug.



The National Institute of Health has noted that heroin abuse is linked to crime, violence, HIV/AIDS, tuberculosis, bacterial infections, vein collapse, hepatitis, abscesses, arthritis, disruptions in one's family, school, and work environments, and prenatal effects. Heroin also has a high risk for overdose, often with fatal results. Michael Botticelli, director of the Massachusetts Bureau of Substance Abuse Services, noted that heroin no longer has the stigma it once had and, as such, it is often a teenager's first choice. The rise of heroin's presence in high schools has been felt across the country. As recently as March 2007, police arrested two teens who were selling heroin in a Rollands high school. This is not a problem purely in urban centers — it has also infiltrated the suburbs.

Heroin's increasing use as a first substance is being noticed in the media as well. *US News & World Report* released an article in December 2008 regarding this problem among teens and 20-somethings. A spokeswoman for the National Drug Intelligence Center noted an increasing trend of prescription opiates, which are

in the same drug classification as heroin. The 2007 National Survey on Drug Use and Health's results showed that of people ages 12 and older, 3.8 million reported using heroin at least one time, 366,000 in the past year, and 153,000 in the past month. 106,000 had used heroin for the first time in the past 12 months. Of those who were first-time users in 2007, the average age was 21.8 years-old, though these persons had an age range of 12 to 41 with a fair number of students reporting heroin was "fairly easy" or "very easy" to obtain. These numbers reflect the recent discovery of heroin's presence in local schools.

Is there hope for those abusing or addicted to heroin? Simply stated, yes, there is. Fortunately, treatment programs for drug abuse and dependence — such as the Chemical Dependency Program at the Behavioral Medicine Center — are available for those seeking help. Many have found Narcotics Anonymous to be highly beneficial in conjunction with the care provided at the BMC. People can also

continued on page 3

We want to hear from you

To inspire our readers and recognize your accomplishments, we would like to feature your story in one of our upcoming newsletters. Please send us a personal article or poem depicting your experience with addiction and/or alcoholism to:

Attn: Elaine Corvato

9



Activity 3 - Letters and Emails

a Do you know how many people in the world use emails every day to transfer data? Find out by doing some online research.

b What are the most important rules to follow whilst writing an email? Discuss and decide.

1 _____

2 _____

3 _____

INFORMATION BOX

SALUTATIONS

Formal

Dear Sir/Madam
Dear Mrs Emerson

Informal

Hi Haruto
Hello Natalie

FUTURE NEGOTIATIONS

Formal

I/We look forward to

Informal

hearing from you.
seeing you there.
meeting you next month.
hearing from you soon.

CLOSINGS

Formal

Best regards

Your faithfully
Kind regards

Informal

Best
Take care
Warm regards
All the best
Cheers for now



Activity 4

Read the article below about the importance of email etiquette. Then match the sub-headings (A-D) with the paragraphs. Write the correct letter in the spaces.

Email etiquette goes a long way

Badly written messages may be costing your business, says Monica Seeley.

In this age of 24/7 communications, speed is vital, but so too is the quality of your message. When you read an email, does the salutation, length, spelling use of capitals (caps) or sign-off ever annoy you? Yes? Then you will understand that poor email etiquette may be costing your business.

- 1) _____ Just as the way you dress presents an image to the people who judge you, so the same happens with email. It has been estimated that you have less than five seconds before your email recipient forms a picture of you and how serious you are about doing business. In that time, the recipient will either like your proposal, or lose interest.
- 2) _____ Start with your subject line. It's like the impression you create walking into a room.
- 3) _____ A recent survey showed that 63 per cent of business people say that no greeting looks sloppy (özensiz) and unprofessional. Opening with the recipient's name or "Dear" are regarded as the most professional. A salutation such as "Hi" and "Hello" comes third... Check that you use the correct name: automatic spellcheckers can change them if you're not careful.
- 4) _____ Content is so important. Write your message in simple language. Just as the design of your clothes says it all, so should the content of your email. Structure it and spell-check it. A note below saying you sent it from a mobile device is no excuse for sloppiness (özensizlik).
- 5) _____ Spelling mistakes and poor grammar are seen as bad by almost everyone. For length, think in fives: five sentences, five questions, five paragraphs. This is the optimum for an email, after which most recipients will close an email and move on.

- A. Properly Format Your Email
- B. Keep It Short And Get To The Point
- C. Catch Your Audience
- D. Write Accurate Subject Lines

Adapted from: <http://www.ft.com/cms/s/0/b9820bb4-991e-11e1-9a37-00144feabdc0.html#axzz2WlpYxf18>



Activity 5

a Look at the different kinds of letters below (1-7).

- | | | | |
|------------------------|--------------------|-------------------|--------------------------|
| 1. Offering Assistance | 2. Confirmation | 3. Request | 4. Response to a request |
| 5. Reference | 6. Accepting terms | 7. Refusing terms | |

b Now read these parts of different letters (a-g). Match the phrases with the letter types above (1-7).

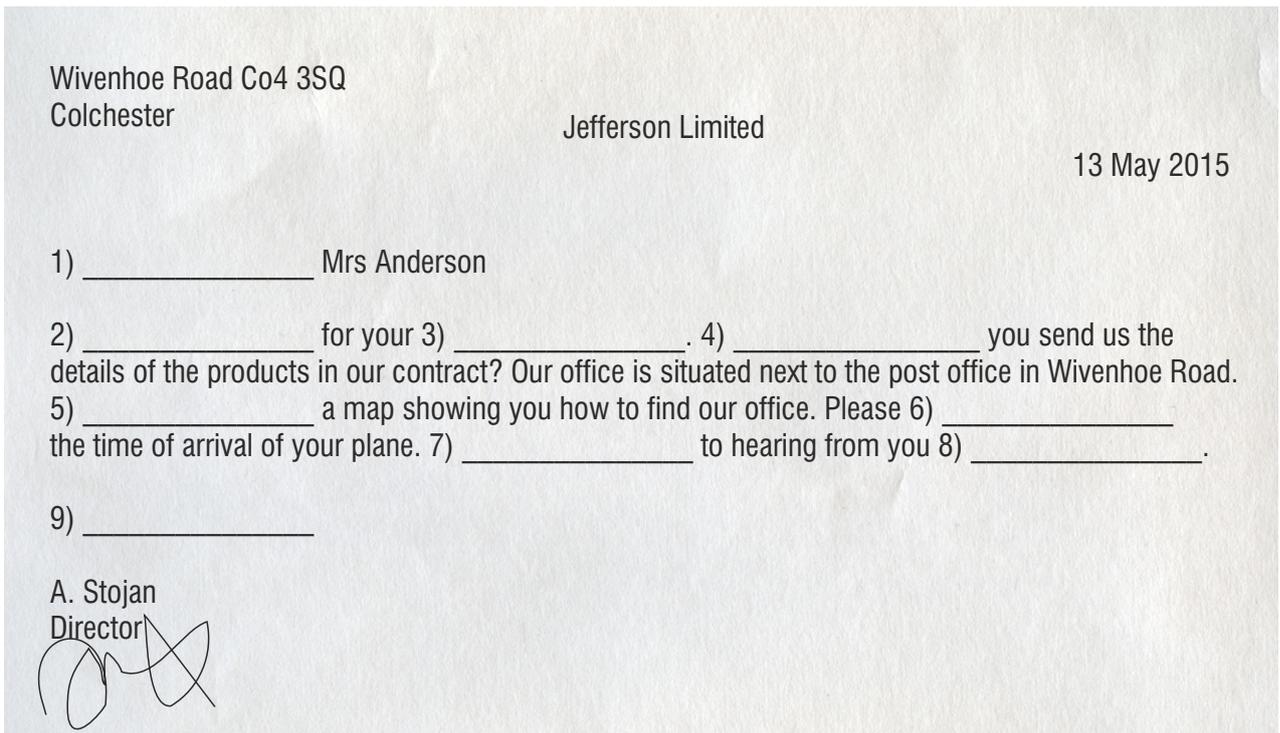
- | | |
|---|---|
| a) I would be very grateful if you could send me more information about ... _____ | e) If we can be of assistance, please don't hesitate to contact me _____ |
| b) I am writing with reference to ... _____ | f) We are in agreement with your offer. _____ |
| c) I'd like to confirm what we talked about last Monday ... _____ | g) Thank you for your offer. But I regret that these conditions are not acceptable to us. _____ |
| d) I'm writing to let you know that ... _____ | |





Activity 6

Read the letter below.



a) Now decide what kind of letter this is. (Use the list in Activity 5) _____.

b) Complete the above letter. Use these phrases:

- ★ Could you
- ★ enquiry
- ★ Thank you
- ★ let us know
- ★ soon
- ★ Dear
- ★ I am looking forward to
- ★ Best regards
- ★ Please find enclosed

c) Find a copy of a similar kind of letter online.



Activity 7

Is it acceptable to make spelling mistakes in formal emails? Yes/No. Why?

- 1 _____
- 2 _____
- 3 _____



Activity 8

Below is a set of jumbled sentences from an email sent by a high school student. Put them in the correct order. One has been done for you.

- Could you also tell me how many hours of lessons there are per week?
- I would like to know whether your school offers courses specifically for high school students aged 16-18.
- I am writing to get some information about your English for Finance course in the summer. I am a high school student studying to become an accountant.
- Finally, I was wondering if any extra-curricular activities such as lectures or trips are offered at your university. If so, are these included in the price, or at an additional cost?
- I would prefer to stay in a single room with shared kitchen and self-catering facilities.



Activity 9

You've received an email from a business partner, Mt Mathias Summer from Mat-Rix Limited in Scotland. He wants to confirm a meeting with you but you won't be able to attend. So write a reply.



at 18:30

1 meeting on 3rd June

Park hotel in Istanbul

reason for meeting: Tax-related



flight to Istanbul has been cancelled

 Send	To...	<input type="text"/>
	Cc...	<input type="text"/>
	Subject	<input type="text"/>



Activity 10 - Emoticons and Abbreviations

a Answer the questions below.

1. Do you like inserting emoticons, capital letters, etc in your emails? **Yes/No**

2. What types of emoticons do you use most frequently in your emails?

Draw them here.

3. Why do you like/not like using them?

Because _____

b Look at the ten **emoticons** below. Then match them with their meanings.

1

2

3

4

5

6

7

8

9

10

laugh _____

happy _____

sad _____

angry _____

evil _____

shouting _____

surprised _____

kiss _____

angel _____

romantic _____

c Now draw and write the keyboard equivalent for each emoticon.

Example: 😊 > :-) or :)

1. _____ > _____

6. _____ > _____

2. _____ > _____

7. _____ > _____

3. _____ > _____

8. _____ > _____

4. _____ > _____

9. _____ > _____

5. _____ > _____



Mini-Project

d. Search for more interesting/funny emoticons on the Internet. Make a list of them and their meanings. Show them to your class in the next unit.



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Activity 11

a Tick one column for each of the following (1-10). See Info Box below.

	ABBREVIATION (part of word)	ABBREVIATION (of 2 words)	ABBREVIATION (of more than 2 words)	ACRONYM
1. B4N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. OMG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. DIY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. min.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. CUL8ER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. CV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. ILY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. ASAP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. LOL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INFORMATION BOX

An **acronym** is an **abbreviation** formed from the combination of the first letter of each word.
 e.g. NATO - North Atlantic Treaty Organization
 i.e. We say "Naytow" not "N-A-T-O"

b What do the following abbreviations/acronyms mean?

UNICEF:

WHO:

AIDS:

UFO:

UNESCO:

VAT:

CEO:

EU:

UEFA: