

Writing for different purposes

Focus

Pre-set formats are things that you write particular information into. At work you may come across different sorts of pre-set formats. Here are some examples.

Some **standard letters** are in pre-set formats. That means all you have to do is change some of the details such as:

- the customer's address
- the date
- the customer's name
- other personal details
- The language in a letter to a customer should be formal and polite.
- Always read the letter back to yourself to check it.

WORKFORCE Development
Bexley College, Tower Road, Belvedere DA17 6JA

Mr K Jones
15 Valley View
Belvedere
Kent DA3 6PU

7th April

Your purchase order number 29402

Dear Mr Jones

Re: Working CD-ROM

Thank you for your order of 3 April

The Working CD-ROMs previously available have a few errors that we need to rectify, and are therefore not currently being dispatched. We are in the process of upgrading the CD-ROM and hope that it will be available again late summer.

We will keep you on our records and notify you as soon as they become available.

If this causes any inconvenience or you have any queries, please do not hesitate to contact me. If, however, you wish to withdraw your order we will understand.

Yours sincerely

V. Smith

Memos (or memorandums) are used to send messages to other people in the same office or attached offices.

You need to know what sort of information goes by which heading.

The message should be:

- brief
- to the point
- clear
- not too formal but not 'chatty' either.

Memorandum

To: Office assistant

From: Victoria Smith

Date: 12th March

Re: Purchase order number 61930

Please write a standard letter to Mr F Marsh at 11 Marigold Cottage, Pandon, Berkshire, BS1 6PT about his purchase order of 10th March.

Thank you.

OFFICE ORDERS SHEET							
Date	Person ordering	Ordered from	Product code	Item	Quantity	Cost	Signature
05/08/05	Emily	LB Stationery	279984	paper	5 reams	£9	M. Jordan
10/08/05	Wendy	Ideafields Ltd	55340D	chair	1	£27.99	M. Jordan

Some pre-set formats include numbers. They might be set out as a **table** with headings to write under. This information about items ordered for the office is a table.

- You need to add information in words and numbers.
- Follow the headings for each column to put information in the correct places in the rows.
- Write numbers accurately in the date, code, quantity and cost columns.

Tip

- Rows go across →.
- Columns go down ↓.

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Task

For these tasks you will need the Letter template, Memo template and Office orders sheet from the Source material.

Task 1

Use the information in the memo below to write the standard letter to the customer using the Letter template.

Memorandum

To: Office assistant

From: Victoria Smith

Date: 16th July

Re: Purchase order number 36882

Please write a standard letter to Mrs J Lane at 16 Railway Street, Handley, Berkshire, BS3 5TN about her purchase order of 12th July.

Tip

- Use the date of the memo for the letter.
- Don't forget to check the letter when you have finished.

Task 2

Use the information in the Office orders sheet to write a memo to let Emily know that her paper has arrived.

Task 3

Use the information from the memo below to complete the third row of the Office orders sheet.

Memorandum

To: M. Jordan - Office Assistant

From: Dave

Date: 15/08/05

Re: Diary - product code 503857 price £5.50

Can you order a diary for me from Blacks Ltd today. Order number and price as shown above. Thanks.

Tip

Use the Memo template and the information in the first row of the Office orders sheet.

Tip

Follow the column headings to put the information in the correct places on the sheet.

Memo template

Memorandum

To:

From:

Date:

Re:

Office orders sheet

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