

CHAPTER 2

METHOD OF WRITTEN COMMUNICATION

Teacher : Zakeya Alsayed



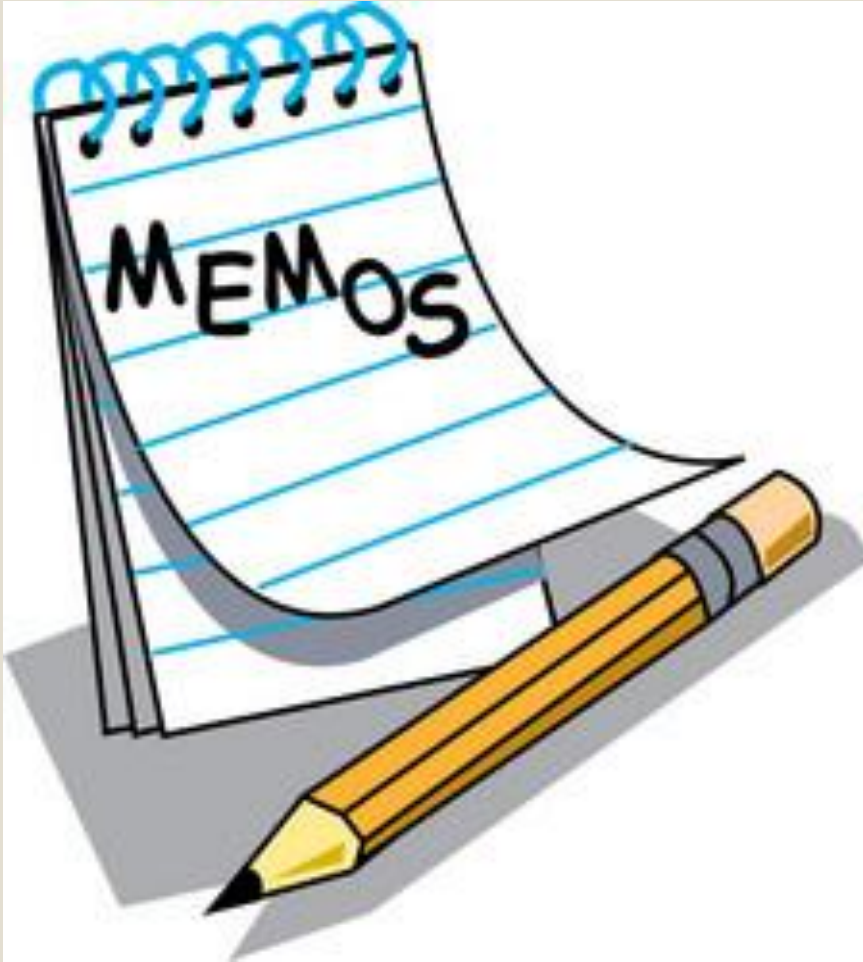
Objectives

The Student should be able to :-

List the methods of written communication correctly .

Identify the parts of a memorandum perfectly .

Written Communication



What do you see in
this picture ?

Written Communication

Written
communication

Written Communication involves any type of messages that makes use or written Words

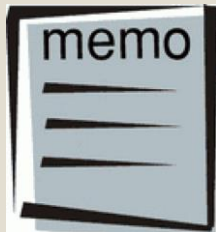


Written Communication

Written communication

Provide a permanent record of a message and can be looked at more than once to check understanding .

From the pictures below could extract the main forms of written communication



Meeting Agenda

Objectives:

Date: [1/1/2000]	Location: [Enter Room Number]
Time: 6:00 AM	Meeting Type: [Type of Meeting]
Call-In Number: [List number]	Call-In Code: [Enter code]
Called By: [Name]	Facilitator: [Name]
Timekeeper: [Name]	Note Taker: [Name]
Attendees: [List Names]	

Agenda Items:

- Minutes of the previous meeting
- Business arising from previous minutes
- Insert known items
- Correspondence
 - May be listed here and/or summarised in advance of the meeting
- Business arising from correspondence
- Reports
 - E.g. Treasurer's monthly report, President's report
- Election of new members
 - As required
- Subcommittee reports
 - Election of Office Bearers
 - Generally at the AGM
- Guest Speaker
 - As required
- Motions on Notice
 - To be received by the Secretary in writing prior to the meeting
- General Business
- Notice of Motions
- For discussion at the next meeting
- Next Meeting
 - Date, time, venue, attendees, apologies
- Meeting Close

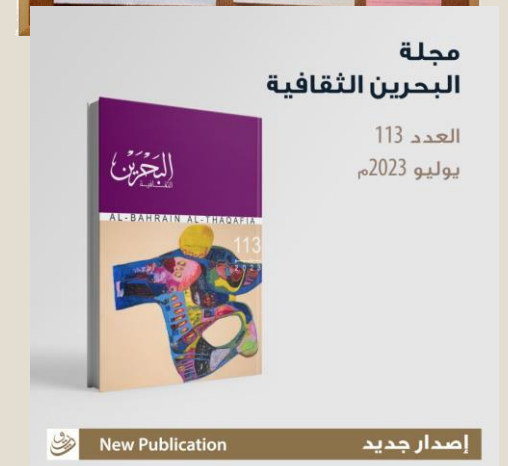
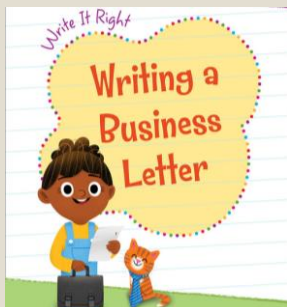
Please RSVP to the Secretary by insert RSVP date and contact details:



Job Description

[Form with multiple lines of text and a list of bullet points]

APPLY CANCEL



Written Communication

The main forms of written communication that are used by businesses includes:

- Memorandum (Memo).
- Business Letter.
- E-mail.
- Noticeboard.
- Agenda & minutes of meeting.
- Report.
- Forms.
- Job description.
- Advertisements.
- Company magazine.

Written Communication – Learning Activity

05:00

The benefits and limitations of the written communication are outlined in table below:

Benefits	Limitations

Instructions

- 1- Discuss with your group members .
- 2- Answer the question in your workbook
- 3- Commitment to the specific time
- 4- From each group the teacher will chose one student to present the work

The benefits and limitations of the written communication are outlined in table below:

Benefits	Limitations
Provides a permanent record.	No personal contact.
Can be used by the receiver more than once, to check understanding.	Feedback is slower.
Can be sent to many receivers.	Might not be understood because the language is too complex, or the message is too long.
The message cannot be changed.	Time-consuming for both sender and receiver.

Instructions

- 1- Discuss with your group members .
- 2- Answer the question in your workbook
- 3- Commitment to the specific time
- 4- From each group the teacher will chose one student to present the work

Objectives

The Student should be able to :-

List the methods of written communication correctly .

Identify the parts of a memorandum perfectly .



Memorandum

Used of
memorandum

**Used to Pass on information or instruction within
organization**

Example : A message from sales
manager to purchase manager about
client or sales quotation
تسعيرة (مجملة الاسعار للطلب)



Memorandum

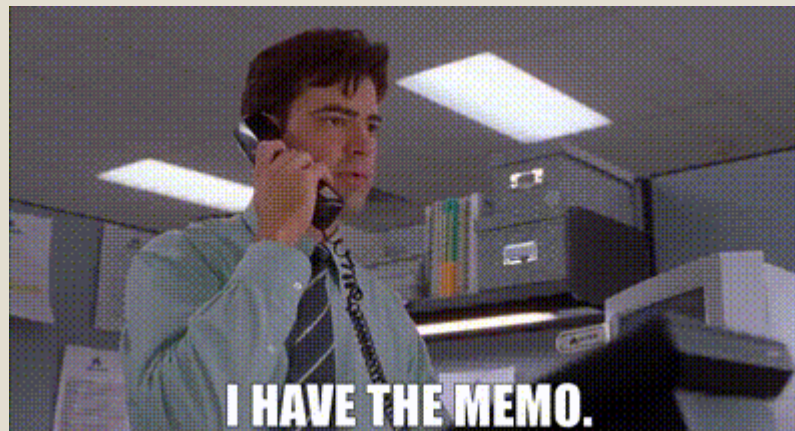
Memo

Short form of memorandum , Latin word (Meaning something to remember)

Brief and cover only the subject

Simple format that has stander of headline

Email has taken the place of the memo

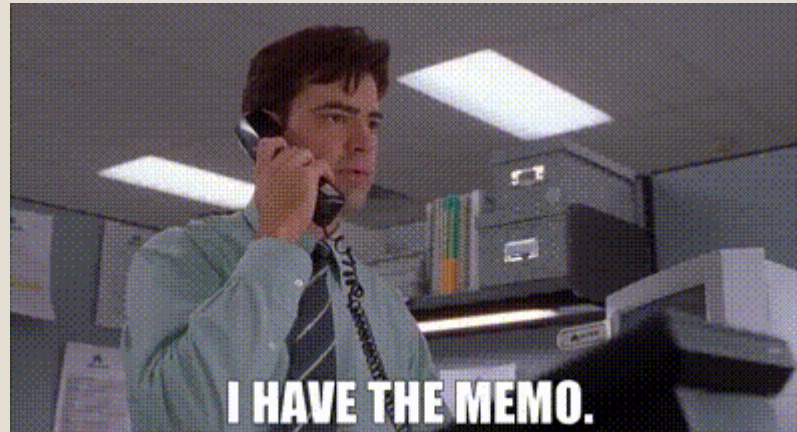


Memorandum Definition

Memo Memorandum

is a written form of communication used between people within an organization. Pg. 36

A **memo** is used to record and transmit short but important messages within an organization. **Pg. 56**



Title

MEMORANDUM

Headings

TO: Jassim Ahmed, Accountant
FROM: Khalid Juma, Purchasing Manager
CC: Ali Mohammed, Budget Manager
DATE: 28 September 20--

Subject

SUBJECT : New Computer Systems

Body

It was agreed at a recent Board Meeting to purchase 10 new computers. I enclose a copy of the quotation for this equipment and it comes to BD 5,250. Can you please give me an authorization code so that I can place this order.

Enclosure

Enc.

**Reference
Initials**

MMA

Parts of a Memorandum

Young Teacher

Bayan Teacher

There are three required elements of the memo:

1. Title: The title typically consists of the company name, the logo and the word memorandum.

2. Heading: The heading has four or five parts, appearing as in the following order:

TO	: The name of the person receiving the information and his/her job title.
FROM	: The name of the person sending the message and his/her job title.
DATE	: Date of preparing the memorandum. (Should be in day, month, and year format).
SUBJECT	: The topic that summarizes the content of the memorandum. It should be brief, but clear.

Parts of a Memorandum

3. Body of the Memo Message: The message is the main body of a memo. The message could be presented in the main paragraph, introduces the purpose of the memo, further paragraphs containing more details; and a closing paragraph.

Other parts that could be found in a memo are:

- **Enclosure Notation:** It is included if another item is being sent along with the memo.
- **Reference Initials:** The initials of the typist.
- **Carbon Copy (CC):** Any other people who may need a copy of the information.

There is no need for a signature or complimentary close in a written memo.

Parts of a Memorandum – Leaning activity

Q4: Read the conversation that took place today between the Human Resource Manager and his secretary, and then prepare a Memo.

Manager : Good morning.

Secretary : Good morning sir.

Manager : Could you please write a memo today and send it to all departments.

Secretary : Sure sir. I can do, what shall I write on that memo?

Manager : I want them to attend the Monthly Review Meeting next Wednesday, at 8:30 am in the conformance room 2.

Secretary : Ok. What is about copies?

Manager : Oh, send a copy to the General Manager.

Secretary : Sure. Anything else?

Manager : No, Thanks a lot. Bye.

Secretary : Goodbye.

MEMO

TO : _____
FROM : _____
CC : _____
DATE : _____
SUBJECT : _____

Parts of a Memorandum – Leaning activity

Q4: Read the conversation that took place today between the Human Resource Manager and his secretary, and then prepare a Memo.

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Secretary : Good morning sir.

Manager : Could you please write a memo today and send it to all departments.

Secretary : Sure sir. I can do, what shall I write on that memo?

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Secretary : Ok. What is about copies?

Manager : Oh, send a copy to the General Manager.

Secretary : Sure. Anything else?

Manager : No, Thanks a lot. Bye.

Secretary : Goodbye.

MEMO

TO : **All Department Staff**

FROM : **Human Resource Manager**

CC : **General Manager**

DATE : **28 February 2024**

SUBJECT : **Monthly Review Meeting**

Please, attend the Monthly Review Meeting next Wednesday, at 8:30 am in the conformance room 2.

G. Nadeem



Fill the memo below from the given information.

- **Sender** : Jameela Hassan (Sales Manager)
- **Receiver** : Ali Mahmood (Purchase Manager)
- **Subject** : Selling the new laptop at Muharraaq Market
- **Date** : Today's Date
- **Message** : Please send to me the latest price list of the new laptop, which should be sold in our market for the period of three months.



GCC BANK

M E M O R A N D U M

TO : Ali Mahmood (Purchase Manager)
FROM : Jameela Hassan (Sales Manager)
DATE : 28 February 2024
SUBJECT : Selling the new laptop at Muharraaq Market

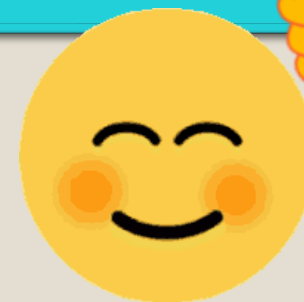
Please sent to me the latest price list of the new laptop, which should be sold in our market for the period of three months.

Objectives

The Student should be able to :-

List the methods of written communication correctly .

Identify the parts of a memorandum perfectly .



Support exercise

Time: 3 Minutes

Q5 Workbook: Page 31

Q5: Answer the following question from the MEMO given below:

.....?.....

From: Managing Director
To: Head of departments
Date:
CC: General Manager
Subject:?

Please note that on 28 October, guests from the Ministry Of Commerce will visit the company, so make the required preparation for the visit. List of the guests will be attached.

enc



1. Who is the sender?
2. Who is the receiver?
3. Write a proper subject for the above Document?
4. What does this document represent?
5. This document is method of communication.
6. What does the letter enc stands for?
7. Who will receive a copy of this document?

Extra exercise

Time: 3 Minutes

Q5 Workbook: Page 31

Q5: Answer the following question from the MEMO given below:

Memorandum

From: Managing Director

To: Head of departments

Date:

CC: General Manager

Subject: **Preparation for Ministry Of
Commerce visit**

Please note that on 28 October, guests from the Ministry Of Commerce will visit the company, so make the required preparation for the visit. List of the guests will be attached.

enc

1. Who is the sender? **Managing Director**
2. Who is the receiver? **Head of departments**
3. Write a proper subject for the above Document? **Preparation for Ministry Of Commerce visit**
4. What does this document represent? **Memorandum**
5. This document is **Written** method of communication.
6. What does the letter enc stands for? **List of the guests**
7. Who will receive a copy of this document? **General Manager**

Textbook: page 38

**WRITE IN WORKBOOK Pg.
33**

Q. Prepare a memo, and send it today, to your class. Your academic advisor is going to discuss the new rules and regulation of your school next week in your class.

_____ Secondary Girls School

MEMORANDUM

TO:

FROM:

CC:

DATE:

SUBJECT:





Textbook:

Feedback

Q. Prepare a memo, and send it today, to your classmates to inform them that your academic advisor is going to discuss the new rules and regulation of your school next week in your class.

Jidhafs Secondary Girls School

MEMORANDUM

TO: Classmates

FROM:

CC: --

DATE:

SUBJECT: Discussion of New rules and Regulation in our school

The academic advisor is going to discuss the new rules and regulation of our school next week in your class.



6. You work in the Purchase Department of Aradous Company. Your Manager Mr. Jassim Nasser asked you today to prepare and send a MEMO to Mr. Isa Khalid – the Accountant – to inform him that:

"It was agreed at a recent Board Meeting to purchase 10 new computers. I have now received the quotation for this equipment and it comes to BD 1800.000. May you please give me an authorization letter so that I can make this order".

NOTE: that a copy of this memo is to be sent to Faisal Rashid, Budget Manager.



ARADOUS COMPANY

MEMORANDUM

TO: Mr. Isa Khalid/
FROM: Accountant Mr. Jassim Nasser/ Purchase Manager
CC: Faisal Rashid/ Budget Manager
DATE:
SUBJECT: Authorization letter to buy new
computers

It was agreed at a recent Board Meeting to purchase 10 new computers. I have now received the quotation for this equipment and it comes to BD 1800.000. May you please give me an authorization letter so that I can make this order.

Written Communication

Q. Note and/or ask permission to collect examples of different written and visual communications used in your school. For example, these may include notices, posters, letters, and reports. For each one, identify what it is communicating and why you think the method used was chosen.

Written Communication	Visual Communication
<u>Fax</u> : sent from the MOE	<u>Poster</u> : announcing a competition that will take place for participation.
<u>Memo</u> : to inform teachers about a meeting.	<u>Fire exit sign</u> : to show the way of exit in case of fire.

Parts of a Memorandum



If the sent memos are open, they make them not suitable for confidential messages. In some organizations, they may be sent in sealed envelopes and marked "Confidential".



CHAPTER 2 BUSINESS LETTER

Teacher : Zakeya Alsayed



Objectives

The Student should be able to :-

Identify the business letter part correctly

Write E-mail perfectly during 5 minutes

Business Letter – Engaging activity

Date 28 April 20--

Mr. Abdulla Khaled
Sales manager
P.O. Box 452
Manama – Kingdom of Bahrain

Dear Mr. Abdulla:

Subject: Payments

Please find enclosed a cheque for BD160.000 'ACC No. 1458'
for the work carried out in the reception area.

Thank you for your co-operation.

Yours sincerely,

Mazen Moh'd
Chief Buyer

Read the given document and answer the following questions:

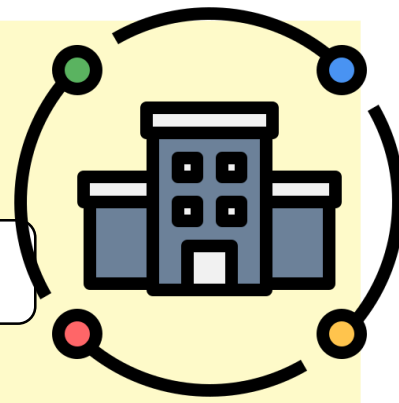
- **What does the document represent?**
- **Could you identify its parts?**
- **Is the message in the document an example of internal or external communication?**
- **Outline the advantages of using a letter as a means of communication in this case.**

Business Letter Advantages

1. letter is flexible and used for either internal communication (employees inside/within company) or external communication (with customers and suppliers).
2. Letter can be used for confidential information.
3. Letter provides a record of communication.



Business Letter used



Letters can be formal written communication They used in the following situations :-

Communication with **organizations and people OUTSIDE** the organizations such
(*Suppliers or Customers*)

For example :

E.G :When Customers ask for Quotation Alhawaj perfume about the latest perfume

E.G : When customer write e companied letter about damage product or poor services

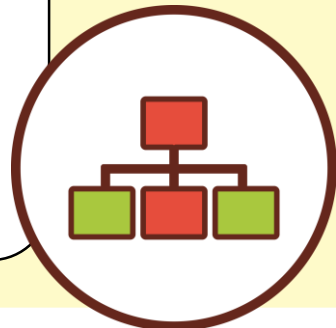
Formal Communication **WITHIN / INSIDE organization**

(*between employees and manager*)

For example :

When employee write apology letter for his manager about mistake .

When CEO write letter a good recommendation about his employee .



Parts of Business Letter

Usually a business letter is divided into **four main sections:**
heading, salutation, body and closing.

Each of these sections, **contains several essential parts**
and a few optional ones

Very important you understand

Parts of Business Letter



Parts of Business Letter

Letter Head

The heading of a business letter contains the **name of the organization**, **logo**, **address**, **telephone number**, **fax number**, **e-mail address** and **other information**. The format for a letterhead is likely to vary from one organization to another.

Letterhead



ABC Company

Email: abcoffice@hotmail.com

PO Box 2555 . Phone: 17555555 . Fax: 17555552

Manama . Kingdom of Bahrain

Parts of Business Letter

Letter Head

A special kind of paper used for official correspondence from one office to another .

It show the logo , name and address , phone number and other details of a company , it may be printed in many color .

Letterhead



ABC Company

Email: abcoffice@hotmail.com

PO Box 2555 . Phone: 17555555 . Fax: 17555552

Manama . Kingdom of Bahrain

Parts of Business Letter

Reference

Often contains the **initials of the person sending the letter**, and the **initials of the person preparing the letter** or **numbers for filing purposes**.

Reference

Ref: HM/DI/2047

Parts of Business Letter

Reference

It is used in business letter to show a record of pervious correspondence .

It may contain alphabets of a person , file number or any other information related to the letter

Reference

Ref: HM/DI/2047

Parts of Business Letter

Date

A business letter must contain **the day, month and the year** in which it is written. This **gives the letter its legal validity and lets the receiver know when it was written**. It is essential for the purpose of filing and sorting of letters

There are various ways of writing the date

✓ 15 November 20--

✓ November, 15 20--

Correct writing

Avoid writing the date in the following forms:



15.11.20--

5 Nov. 20--

05/11/20--

Wrong writing

Parts of Business Letter

Addressee or Recipients address

This is the address of the receiver of the letter. It contains the details of the receiver.

Recipient's
Address

Mr. Nasser Jassim
Purchase Manager
XYZ Company
PO Box 2546
Manama – Kingdom of Bahrain

Examples:

Mr. Ali Hassan

Human Recourses Manager

Awal Ltd.

PO Box 2211

Manama – Kingdom of Bahrain

Human Recourses Manager

Awal Ltd.

PO Box 2211

Manama

Kingdom of Bahrain

Parts of Business Letter

Subject Heading

It gives a brief summary of
the contents of the letter

Subject

→ Subject: Quotation of our Products

Parts of Business Letter

Salutation

This is the way of greeting the receiver. Salutation indicates the **relationship** between the **sender and the receiver**. Some of the formal ways of greeting the receiver are as follows:

Salutation	Used
▶ Dear Sir/Madam	▶ When you write to a person in a company whose name you don't know.
▶ Dear Mrs. Mariam	▶ When the sender knows the receiver.
▶ Dear Mr. Omar	

Salutation

Dear Mr. Nasser:

OR

Dear Mr. Nasser

The way a person is addressed in a letter

Parts of Business Letter

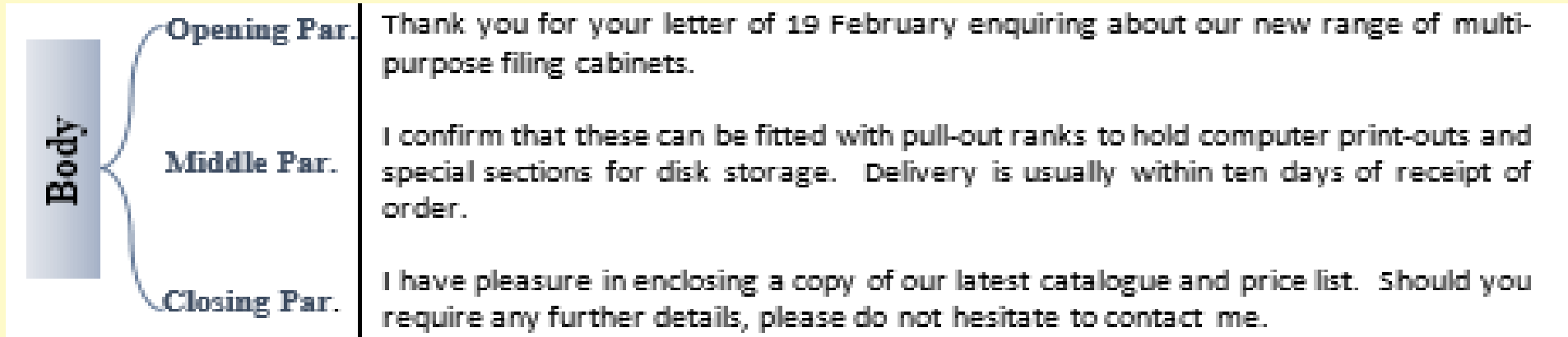
The Body of the letter

The most important part of the letter is the body that contains the message or information that the sender wants to convey.

Most business letters include three paragraphs

Workbook Pg. 36
Q 2

- An opening paragraph: gives the purpose of the letter;
- Middle paragraph: containing more details about the subject;
- Closing paragraph: suggests what actions might be taken, by either the sender or the receiver.



Parts of Business Letter

The way a letter is closed or finished

Complementary Close

It is the **formal conclusion of the letter**. Its form is decided by the form of the salutation being used.

Dear Sir

Dear Madam

Dear Mr. Omar

Dear Mrs. Mariam

Yours faithfully

Yours sincerely

Complimentary
Close

Yours sincerely,

Yours sincerely

Parts of Business Letter

Complementary Close

It is the **formal conclusion of the letter**. Its form is decided by the form of the salutation being used.

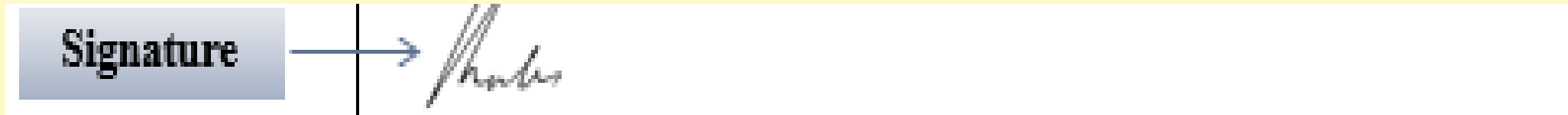
Q3: Complete the following table:

Salutation	Complimentary Closing	Used When Writing To
Dear Sir / Dear Madam	Yours Faithfully	When the sender doesn't know the receiver.
Dear Mr. Ali Dear Mrs. Amal	Yours Sincerely	When the sender knows the receiver.

Parts of Business Letter

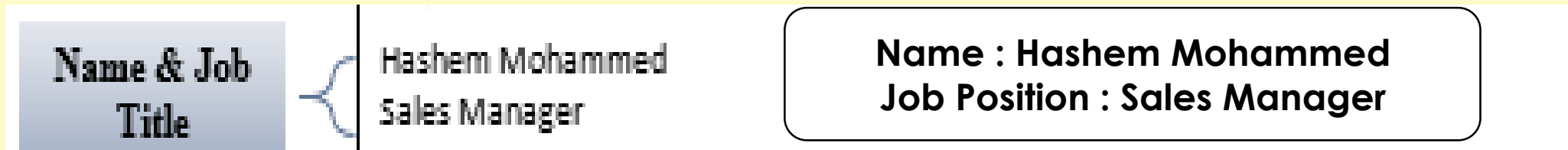
Signature

A letter is **incomplete** if it is **not signed**. The **signature** confirms the letter. However, in many electronic letters (E-mail), signatures are not required, otherwise an electronic signature is used.



Name or job title

The sender's full name and position (job title).



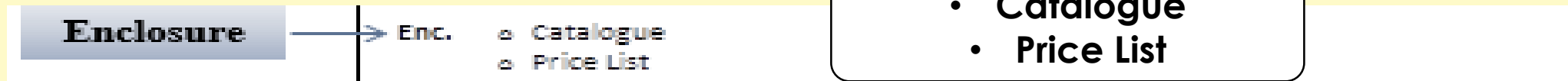
Parts of Business Letter

Enclosure (Enc.)

It is any other document included with a letter .

It is shown by typing letters ENC at the bottom of the letter after complimentary close

This section contains the **attachments, additional papers that one sends along with the letter.** It could be a purchase order, catalog or any other additional documents. The items enclosed must be listed in a serial order.



Carbon Copy (C.C)

Carbon copy notations tell the receiver who the other receivers of the letter are.



Chief executive officer

Types of Business Letter

Textbook Pg. 43

Workbook Pg. 36

Q 4

Many business letters share the same parts but they differ in the purpose. Business letter can be for:

1. An enquires الإستفسارات
2. A quotation التسعيرات
3. A circular العمل الدائري
4. A complaint شكوى
5. An apology اعتذار
6. A recommendation توصيات
7. A price list inquiry السؤال عن الاسعار
8. A reference مصادر
9. An order, etc. ,, طلب



Workbook Questions:

Workbook: Page 35
Q 1

Read the following LETTER and then answer the questions given below:

	Al Amari Trading P. O. Box 2216 Manama – Bahrain
Tel: 17115261	Fax: 17135266
Ref AT/12/B6	26 November 20--
Manama Furniture P.O. Box 231 Manama Kingdom of Bahrain	
Dear Sir	
<u>REQUIRED FURNITURE</u>	
We wish to purchase office desks and chairs for our Isa Town office. The specification for our requirement are as follows:	
<ul style="list-style-type: none">• Tables: 150x80• Chairs: Swivel with adjustable height and backrest	
Yours?.....	
	
Ahmed Jassim Purchase Manager	

1. What is the subject of the letter? **Required Furniture**
2. The above letter should close as Yours....**Faithfully**.....
3. What is the reason for writing this letter? **To purchase furniture**
4. What does part number 1 represent?**Letterhead**.....
5. Who will receive this letter? **Manama Furniture**.....
6. What does Ref represent?.....**Reference – initial letters**.....
7. What are the required goods?.....**Tables 150 x 80 and swivel chairs**.....

Workbook Questions:

Workbook: Page 36
Q 5

5. Compare between business letter and memo?

Difference	Memo	Business letter
Usage (where)	Inside	Inside/Outside
Length	Short	Long
Salutation	Not use/ No	Salutation is compulsory part of letter/ Yes
Complementary close	Not use/ No	Indispensable part of the letter/ Yes
Signature	Not required / No	Is must for a letter/ Yes
Envelope	Not needed / No	Needed/ Yes
Stamp	not needed/ No	Needed/ Yes

Workbook Questions:

Workbook: Page 37

Q 6

Q6: Look at the following document and then label its parts po

Company Logo

Date

Salutation

Middle paragraph

Complimentary close

Name of sender

Enclosure



ARADOUS MANUFACTURING
P.O. Box 98665 – Phone: (00973) 555212
Fax: (00973) 555121 – www.araduosmanf.com

September 25, 20--

Mr. Jaber Jalal
Director of Operations
ABC Corporation
P.O. Box 2134
Manama – Kingdom of Bahrain

Subject: Changing Factory Name

Dear Mr. Jalal:

As our new letterhead indicates, we have recently changed the name of our business from Fort Vancouver Manufacturing to Aradous Manufacturing.

There has been no change in management and we will be providing the same products and fine service on which we have built our reputation in the industry. We would appreciate it if you would bring this announcement to the attention of your accounts payable department and direct them accordingly.

Thank you for being one of our valued customers. We appreciate your cooperation in this matter.

Yours sincerely

Khaled Rashid
President, Aradous Manufacturing

Encl.

Letterhead:

Company name, address, Phone
and fax number, Email-

Addressee

Subject

Opening paragraph

Signature

job title of sender

Workbook Questions:

Q7: Study the following letter and answer the questions below:

letterhead

Phone: 17686868
Fax: 17688888
P.O. Box: 221
Isa Town – Bahrain

Date

27/9/20--

Al-Masa Trading
Manama
Kingdom of Bahrain
P.O. Box 2134

Dear Sir,

Salutation

INQUIRY

Subject

We look forward to hearing from you soon.

We would like to enquire about the prices and the models available of your product laser printers.

Yours sincerely

Complementary Close

ENC.

Purchaser Manager
Ameena Ebrahim

b) Find out the mistakes in the above business letter, and then correct them.

Mistake	Correction
No e-mail in letterhead	Should have e-mail in letterhead
27/9/20--	27 September 20--
Manama Kingdom of Bahrain	P.O. Box 2134 Manama
P.O. Box 2134	Kingdom of Bahrain
Yours sincerely	Yours faithfully
ENC. Before signature	ENC. Should be at the end.
Purchase Manager Ameena Ebrahim	Signature Ameena Ebrahim
Signature	Purchase Manager

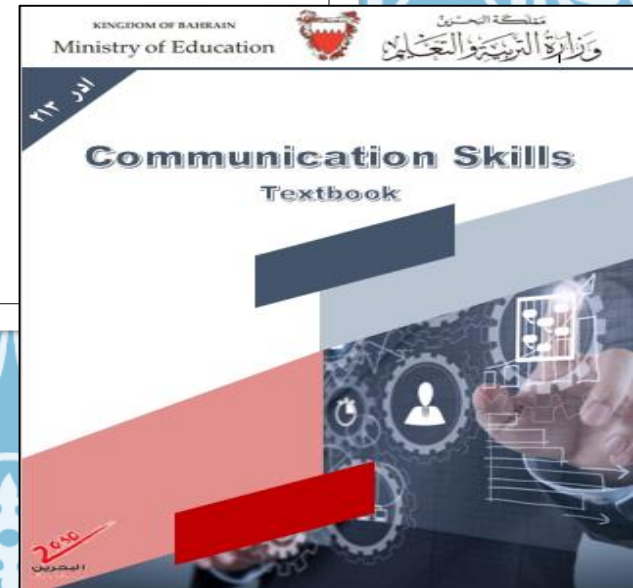
a) Label the parts pointed in the above letter.

CHAPTER 2

OTHER TYPES OF WRITTEN

COMMUNICATION

Teacher : Zakeya Alsayed



Objectives

The students should be able to :-

Write E-mail in the correct form during 5 minutes

Differentiate between formal and informal reports correctly

Understand the use of form in business efficiently

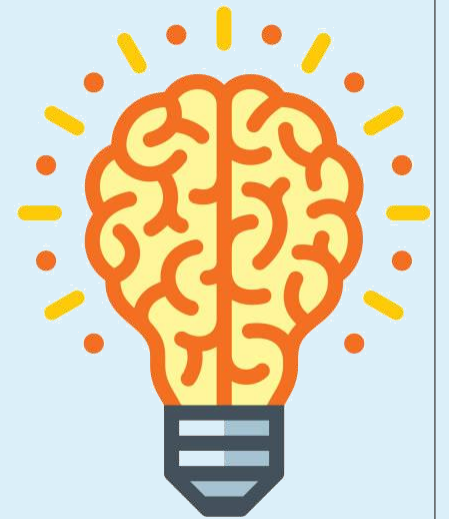
Use the job description effectively during 5 minutes

Introduction

Memorandum

Business letter

**Could you remember the other
types of written communication**



Other types of Written communication skills

E-mail



Forms



Report

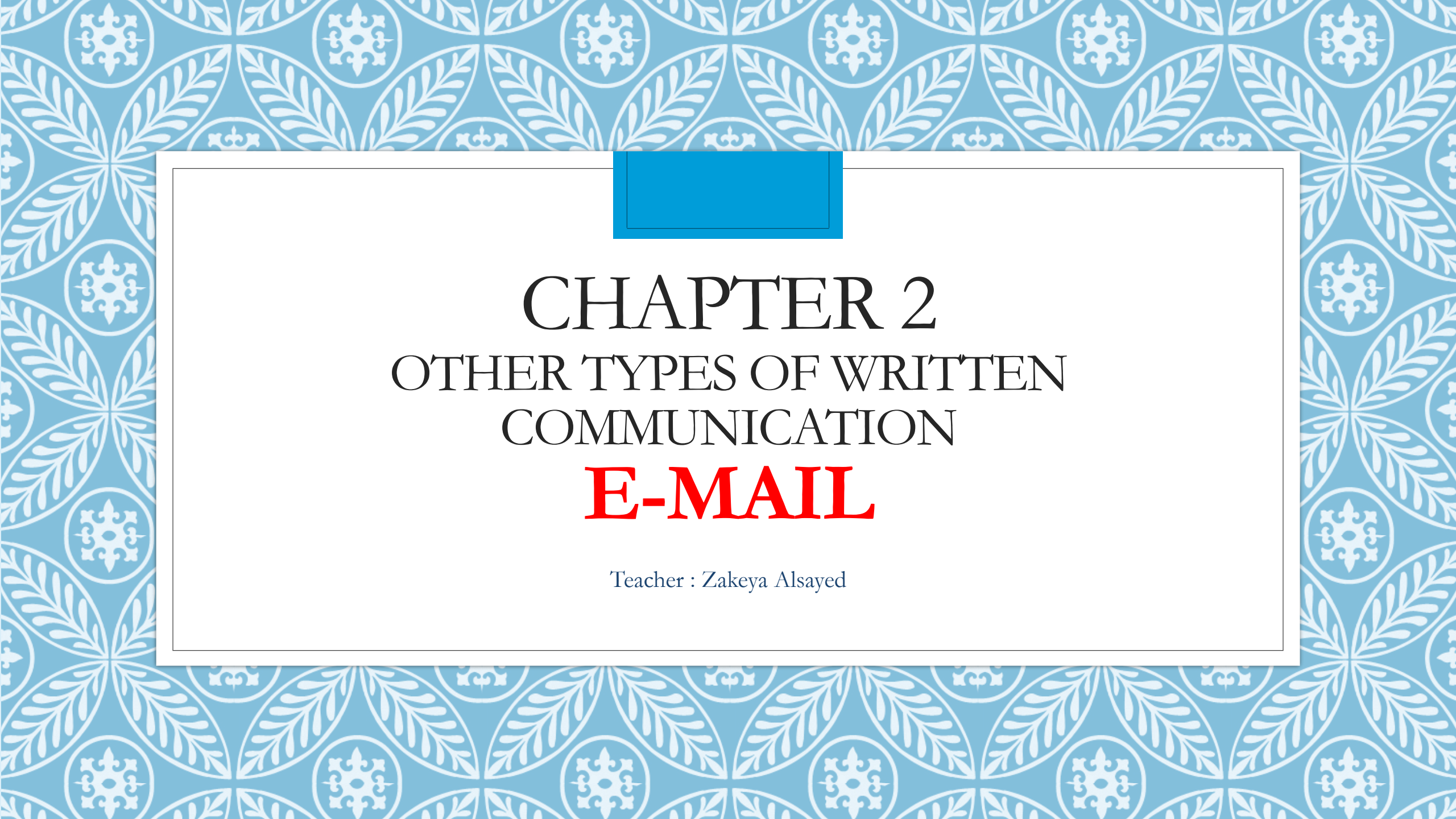
Job
description



JOB DESCRIPTIONS

Notice Board





CHAPTER 2

OTHER TYPES OF WRITTEN COMMUNICATION

E-MAIL

Teacher : Zakeya Alsayed

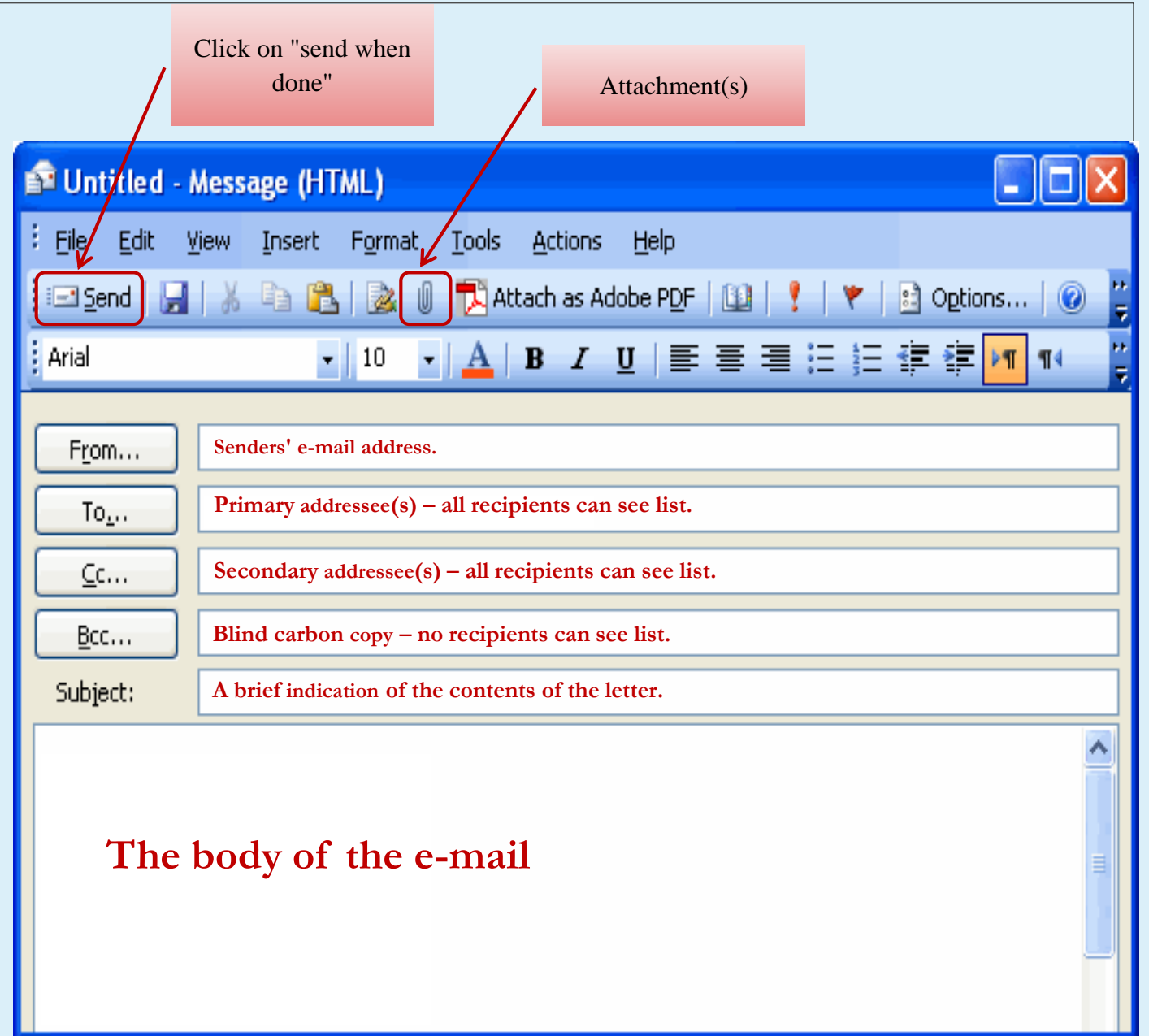
E-mail

Electronic mail (E-mail) is one of the most **common methods** of electronic communication

It allows businesses and individuals to communicate by sending texts or images instantly via **Internet**

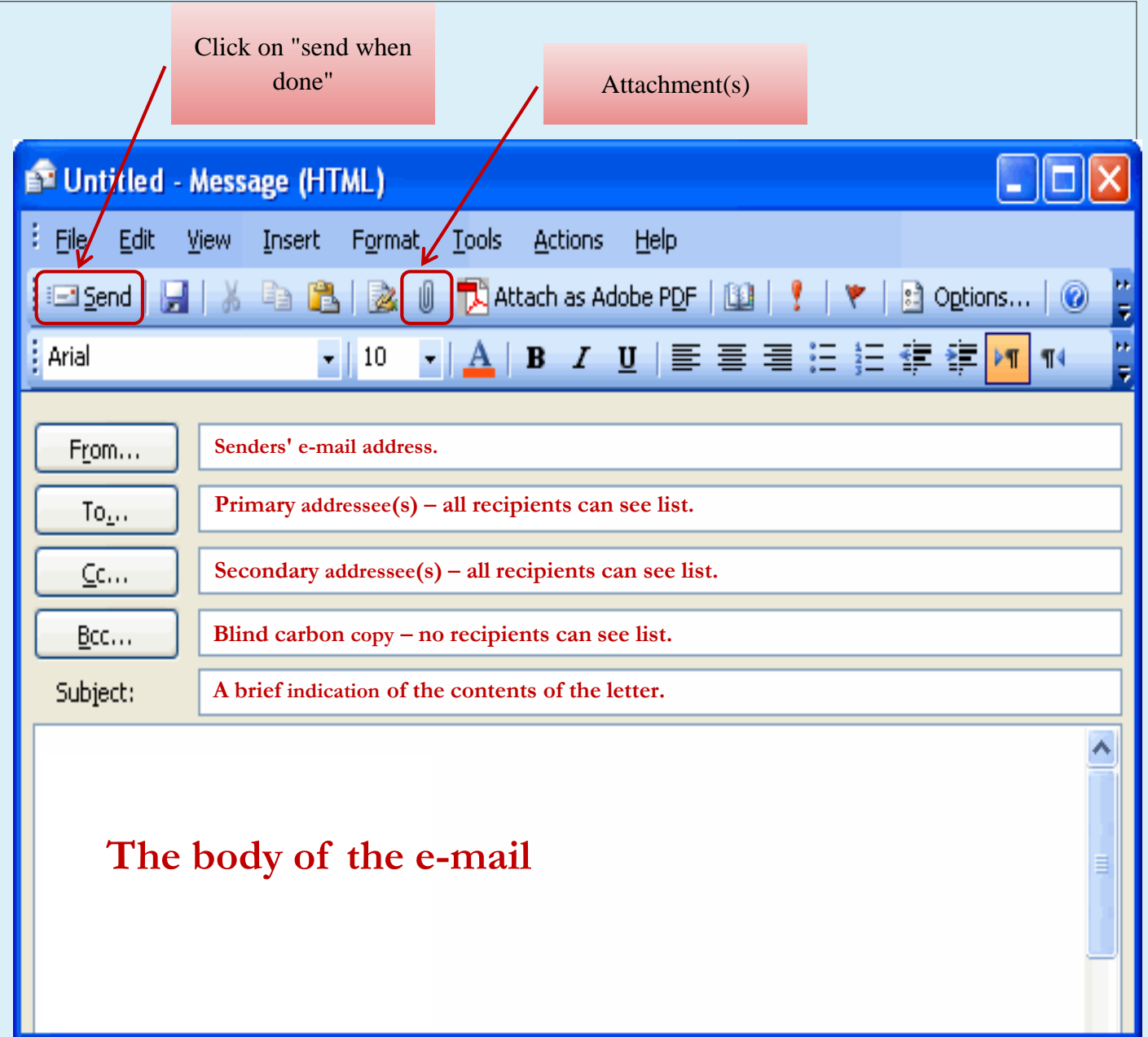
E-mail can be used to send letter , memo , reports , photographs , video , sound , other images Etc

People can received Emails even when the are not there .



E-mail definitions

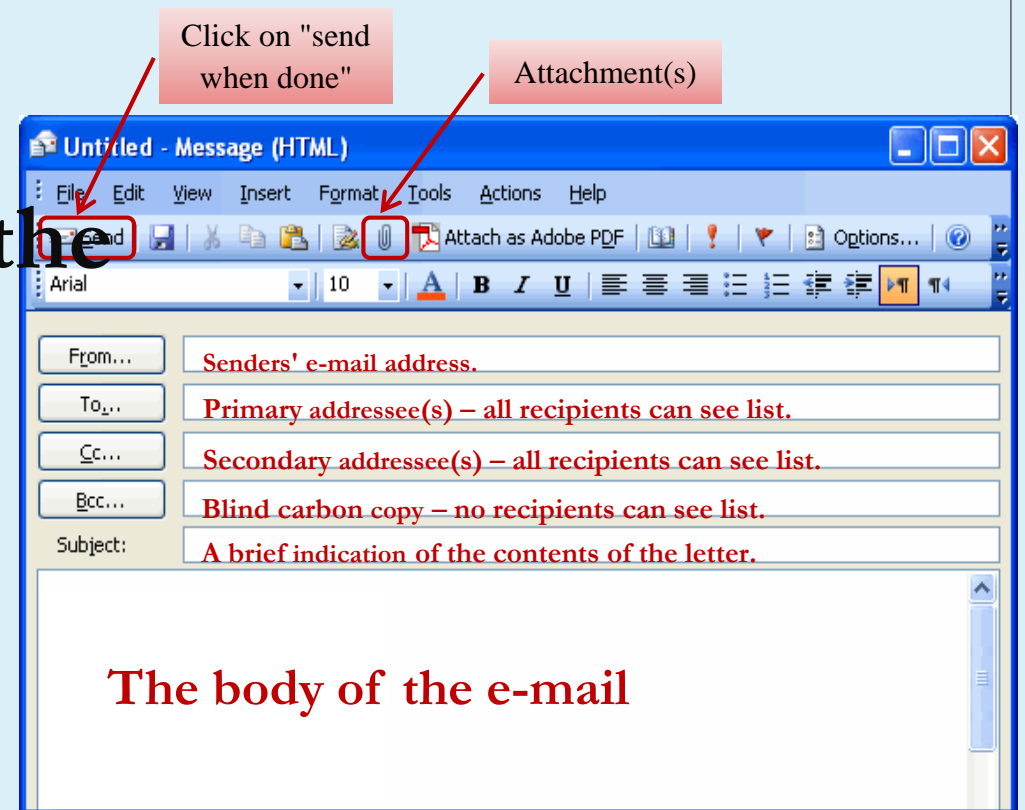
A fast and cost-effective methods of sending messages to one or many receivers at the same time using the internet.



E-mail – Definition

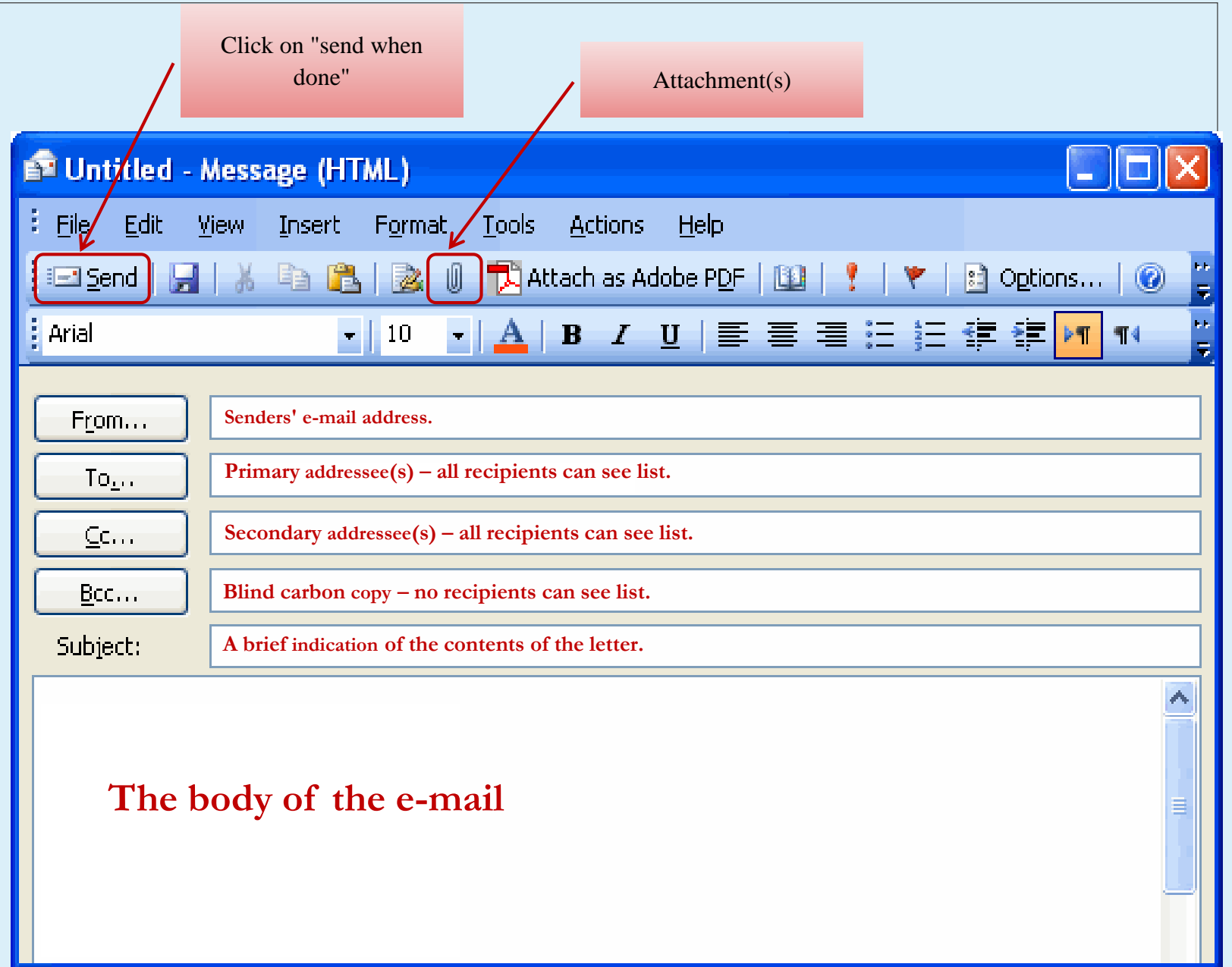
Q1) Workbook
page 40

It is a fast and cost effective method of sending message and information to one or many receivers at the same time using the internet



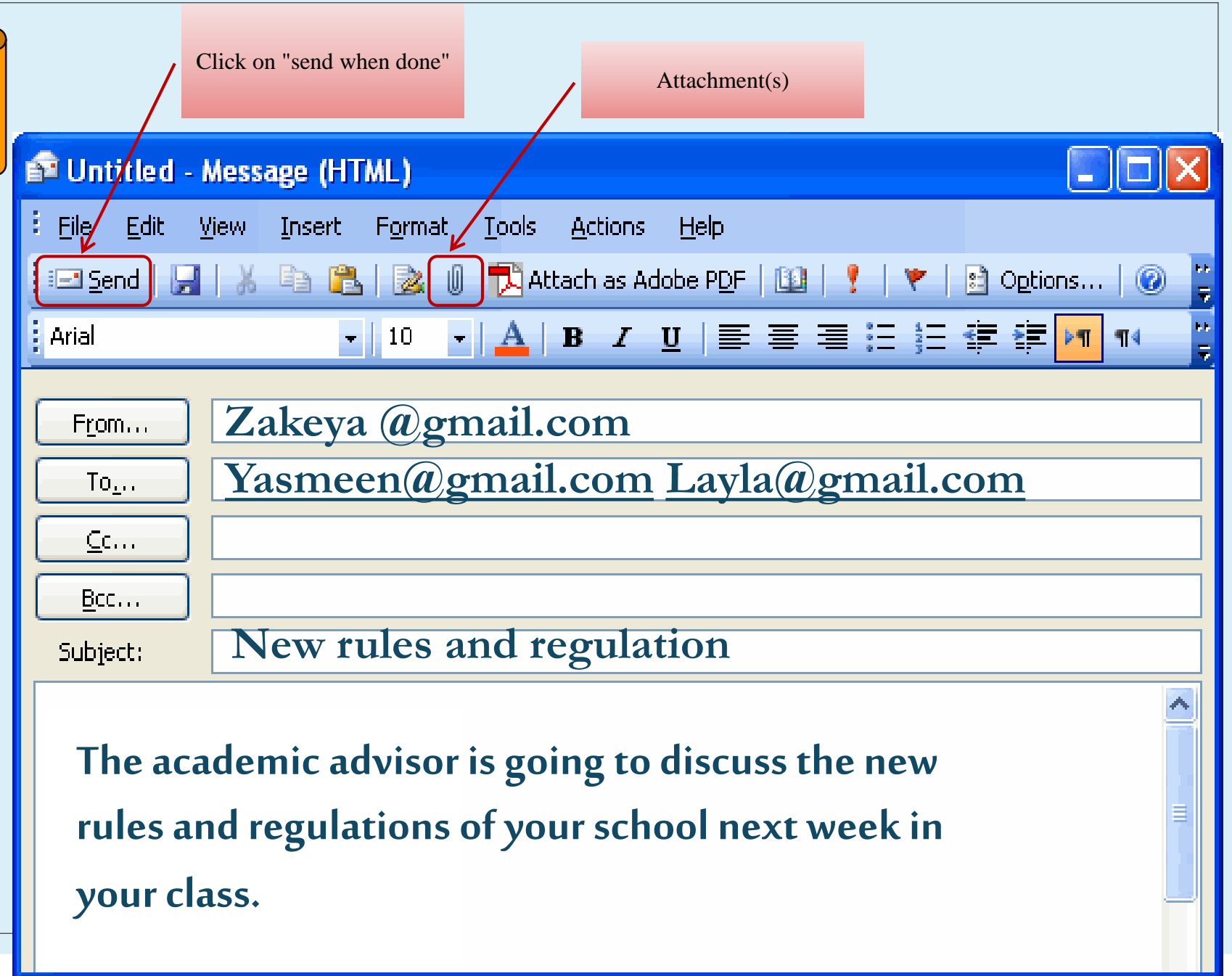
E-mail – Example

Q. Prepare an email and send it today to your classmates to inform them that your academic advisor is going to discuss the new rules and regulations of your school next week in your class.



E-mail – Example

Q. Prepare an email and send it today to your classmates to inform them that your academic advisor is going to discuss the new rules and regulations of your school next week in your class.



E-mail

Q 1 & 2

Workbook: page 40

Q1: Define an E-mail.

A fast and cost-effective methods of sending messages to one or many receivers at the same time using the internet.

Q2: What are the advantages and disadvantages of using an e-mail?

Advantage	Disadvantage
1. Save time, effort and cost.	1. Email messages can contain viruses.
2. E-Mail will not be lost.	2. Email can cause misunderstanding.
3. Can send and receive mail 24 hours a day	3. Email messages can contain spams.
4. Can send voice and pictures, not written documents only.	

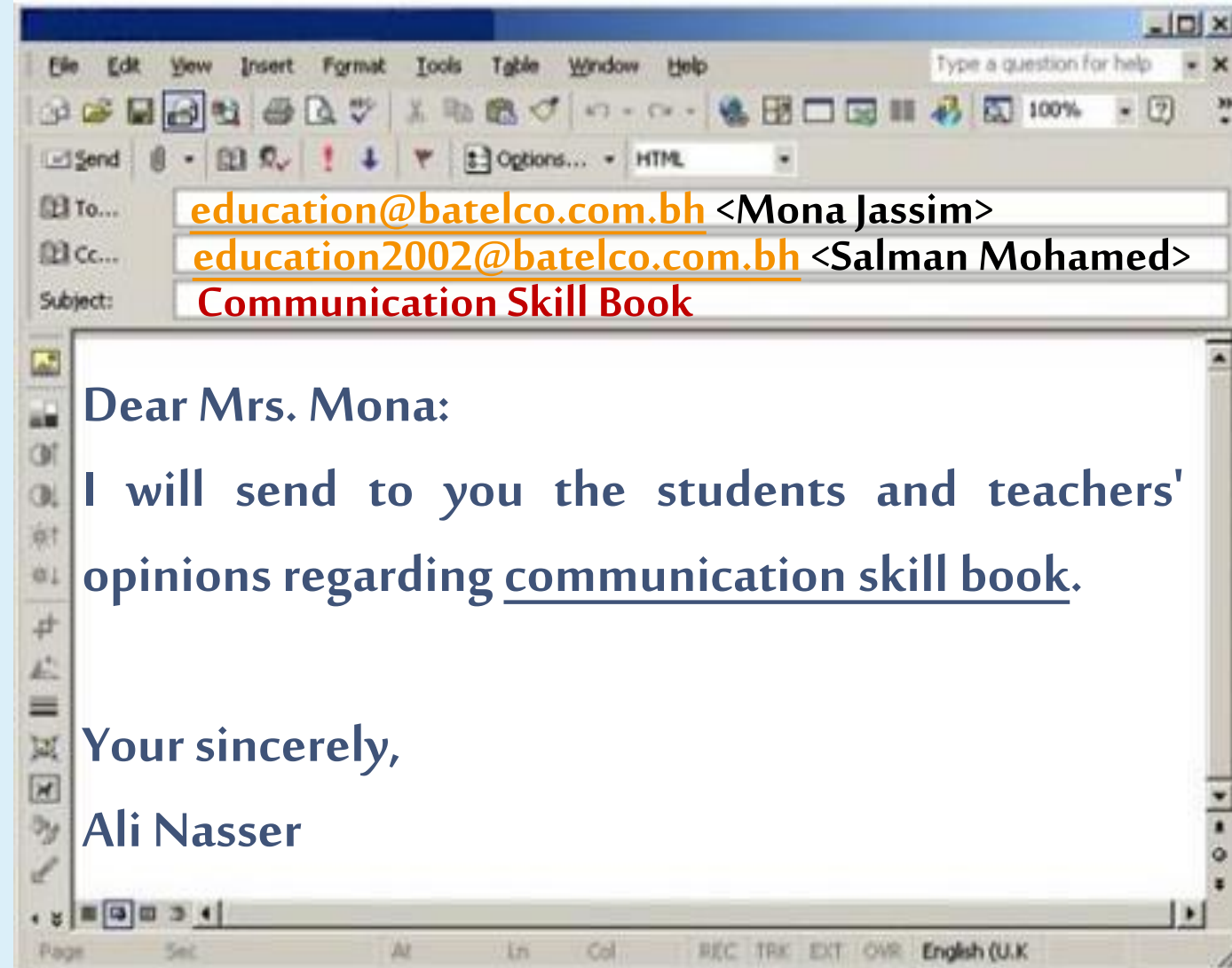
E-mail


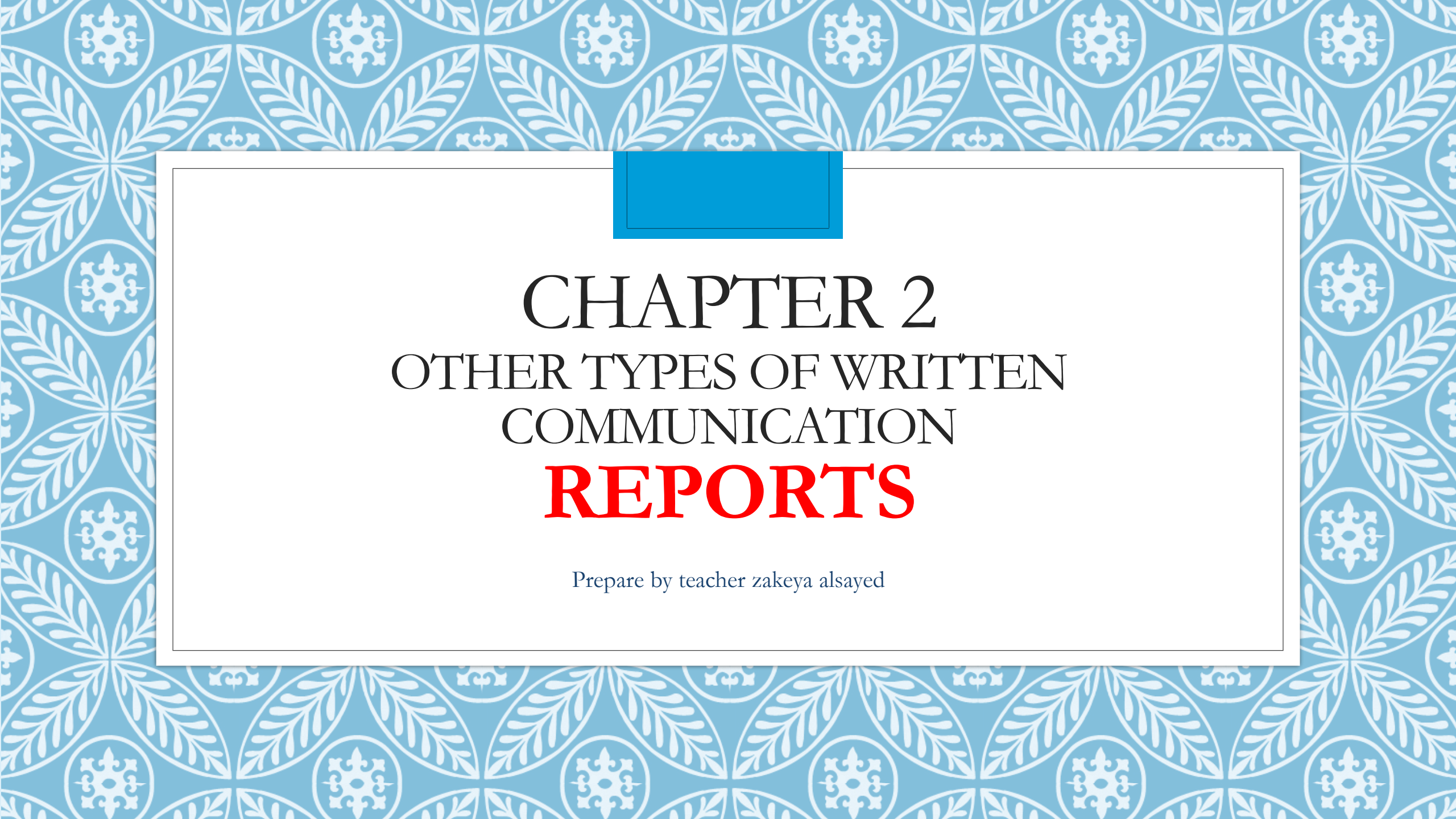
Q 3

Workbook: page 40

Q3: Fill the Email below from the information giving to you.

- Sender : studyhere@hotmail.com <Ali Nasser>
- Receiver : education@batelco.com.bh <Mona Jassim>
- Copy to : education2002@batelco.com.bh <Salman Mohamed>
- Subject : Communication Skill Book
- Message : I will send to you the students and teachers' opinions regarding communication skill book.





CHAPTER 2

OTHER TYPES OF WRITTEN COMMUNICATION

REPORTS

Prepare by teacher zakeya alsayed

Reports

Reports used to communicate important information in formal manners , The may be short , complex , and detailed

Report should be Brief and carefully structured and presented

Report can contain numerical data and graphics

Reports Dis-Advantages

They take time to research and write

Reports Definition

A report is a document that prepared to give result of an investigation

Reports

The format of a report is usually determined by three things: audience, information and purpose.

Important points 2.3.1
Text Book -P 50

Types of Reports

Formal
Reports



Informal
Reports



Informal Reports

presented in a memo form under an appropriate subject heading, and with subheadings which are considered necessary as well.



Parts of Informal Reports- Memo

MEMORANDUM

Textbook Pg. 48

TO : Ahmed Jalal, Office Manager
FROM : Hassan Jabber, Administrative Assistant
DATE : 28 September 20--
SUBJECT : Computer Safety Devices

Following our meeting on 12 September, when we discussed the safe use of computers, suppliers, and ABC Computer Supplies, we have found out the following information about additional equipment we could buy.

- Work station cleaning kit – BD 4.900 to keep screens and keyboards clean.
- Screen filters – from BD 6.400 to 24.650, to reduce glare and radiation.
- Footrests – BD 9.900, to allow correct posture and comfortable typing position.
- Adjustable monitor arms – BD 29.600, to allow for the correct positioning of screens.
- Copyholders – BD 5.900, to position original documents so that operators can maintain good posture and keying position.

For a relatively small cost we can purchase additional equipment which will reduce the risks of using computers. We could discuss this at our weekly meeting next week.

NM

Parts of Informal Reports- Memo

Parts of Informal Reports:

- | | |
|------------------------|--|
| 1. Introduction | <ul style="list-style-type: none">▶ Background details,▶ a description of the current situation,▶ Reason for the report. |
| 2. Findings | <ul style="list-style-type: none">▶ Information gathered on the subject. |
| 3. Conclusion | <ul style="list-style-type: none">▶ Recommendations as to what action ought to be taken. |

Formal Reports

A formal report is written in a professional and formal manner to address complex issues. Formal reports may be used to convey information, analyze an issue or a problem, and provide a recommended course of action.

صيغة الغائب

Formal reports are usually written in the third person. They do not use the words 'I', 'We' and 'You'.

Formal Reports

Book
P.49

FILING CABINET REPORT

prepared by Omar Ahmed
For the attention of the Office Administration

25 April 20—

1. TERMS OF REFERENCE

A report on the replacement of filing cabinets was requested by the Office Administration committee meeting of 2 August. Omar Ahmed was actioned to prepare the report for the next meeting on 22 September. The report should include relevant recommendations for discussion at the meeting.

2. PROCEDURES

The following procedures were carried out.

- 2.1 The current provision within the office was investigated by visiting each office.
- 2.2 Information about specifications, price, and delivery of filing cabinets was checked in office equipment catalogues.

3. FINDINGS

- 3.1 Current provision – there are currently 125 cabinets of different styles and types in use in the organization. These cabinets take up a lot of space and many are old, unsafe, and can no longer locked. Many offices also have various other types of storage for books such as pigeonholes. Detailed information on the size, type, and location are shown in Appendix A.
- 3.2 A wide range of cabinets are available. ABC Office Supplies have heavy duty storage cabinets for BD 64,500 each. These provide lateral filing storage. They make more efficient use of space than traditional cabinets. Fittings for each cupboard can be provided, e.g. file and binder retainers, hanging pockets for files, pigeonhole sections. These allow for cupboards to be customized to meet the needs of a specific department. They cost approximately BD 49,300 per cupboard, depending on the options chosen. Full information on the cabinets and additional fittings can be found in Appendix B.

4. CONCLUSION

All existing cabinets and storage devices could be replaced with 80 lateral cabinets from ABC suppliers, with additional fittings.

5. RECOMMENDATIONS

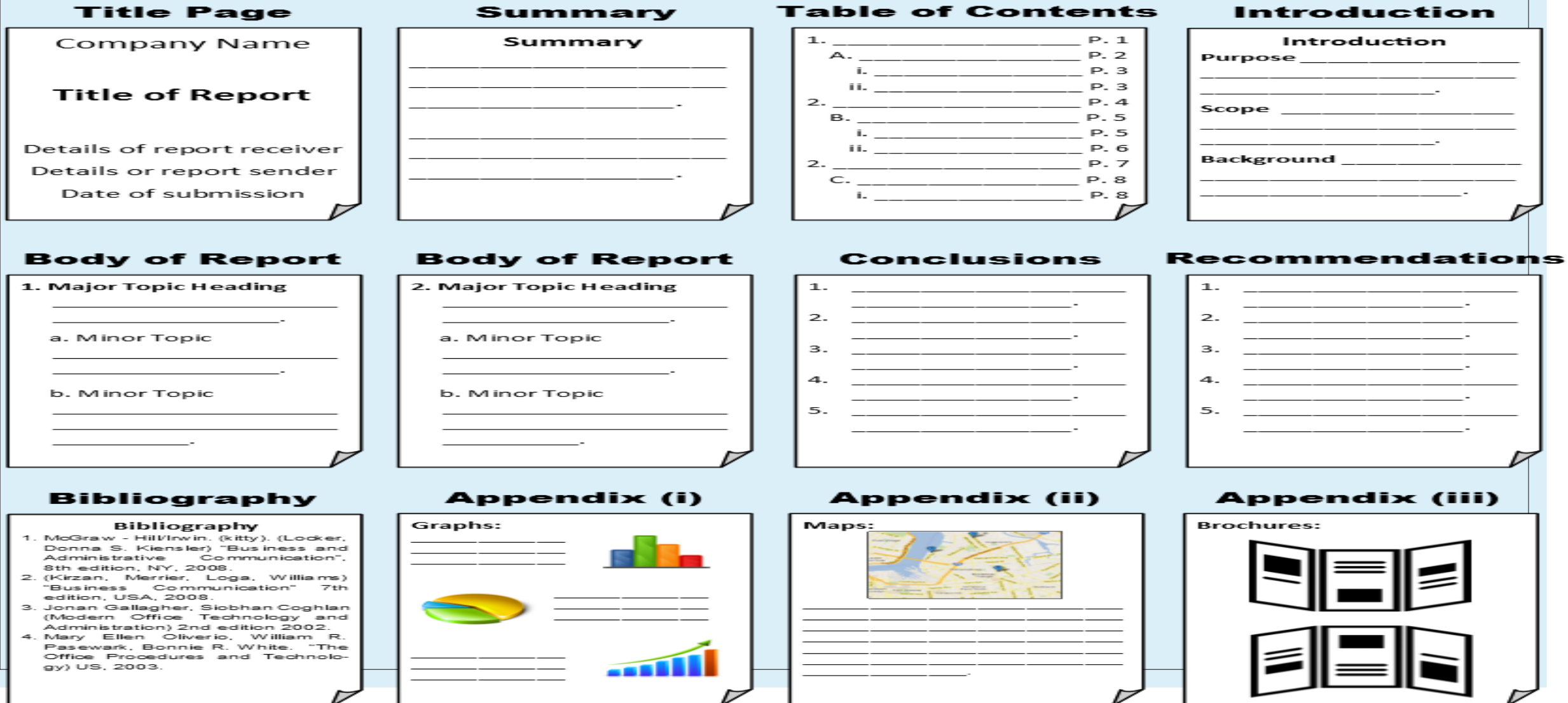
- 5.1 The committee put together a timescale for the replacement of all cabinets, the end of the year would be a realistic target date.
- 5.2 The cost of the project is presented by the Committee to the Board of Directors for approval.
- 5.3 Departments are contacted by the Committee to get detailed information on their requirements for additional fittings.



Assistant Officer

Parts of Formal Reports

Figure 2.3.4 – parts of a formal report



Q5: Read the report carefully and then answer the following questions briefly:

Q 5
Workbook: page 42 - 43

Report On Employees Turnover & Absenteeism

For the attention of Managing Director.

Date: 16th September 20--

1. Term of reference:

On Tuesday 13th September, in response to a series number of employees turnover & absenteeism during the last six months, the managing director requested that the personnel manager carries out an investigation into the cause of these recent huge turnovers and absenteeism, then make recommendations to eliminate them.

2. Procedure:

In order to determine the real cause of turnovers and absenteeism, the following investigatory procedures were adopted:

- ▶ All employees who had been upset for the pervious six months were interviewed.
- ▶ The supervisor in the personnel department was interviewed.
- ▶ The training specialist in the personnel department was interviewed.
- ▶ Questionnaire was distributed to the employees of the company, to find out about staff attitudes and opinions towards the company policies.
- ▶ Current rules, regulations and policies were evaluated.

3. Findings:

- ▶ More than 50% of the employees felt upset and de-motivated.
- ▶ Some personnel department supervisors were inflexible and some were impolite when dealing with employees.
- ▶ The employees did not receive any new training courses for more than one year.
- ▶ 80% of the employees felt that the company's policies are very strict and sometimes inhuman.
- ▶ Some rules and policies were found very hard to achieve by employees.

4. Conclusion:

The principal conclusions were that huge turnovers and absenteeism resulted from the hard and inhuman treatment that had been used with the employees specially during last year. Also the number and types of training courses were very limited during last year which caused a big problem for employees who couldn't understand the company's policies and thus led to a feeling of insecurity.

5. Recommendations:

- In order to improve the situation, urgent actions should be taken:
- ▶ rotating departmental managers.
 - ▶ replacing some departmental managers.
 - ▶ preparing urgent training program for all company employees.
 - ▶ change company policies to be more flexible and human with employees.

Signature

Abdulla Jassim
Personnel Manager

1. Who wrote the report? And what's his/her position?

Abdulla Jassim
Personnel manager

2. Who received the report?

Managing Director

3. When was the report sent?

16th September 20

4. When was the report conducted? And Why?

On Tuesday 13th September

In respond to a series number of employee turnover and absenteeism during last six months

5. What are the methods that were followed during investigation? Give two points only.

1. All the employees who has been absent for the six months were interviewed
2. The supervisor in the personal department was interviewed

6. What are the suggestions? Give two only?

1. Rotating Departmental managers
2. Replacing dome departmental managers

Q6: What's the difference between formal and informal reports?

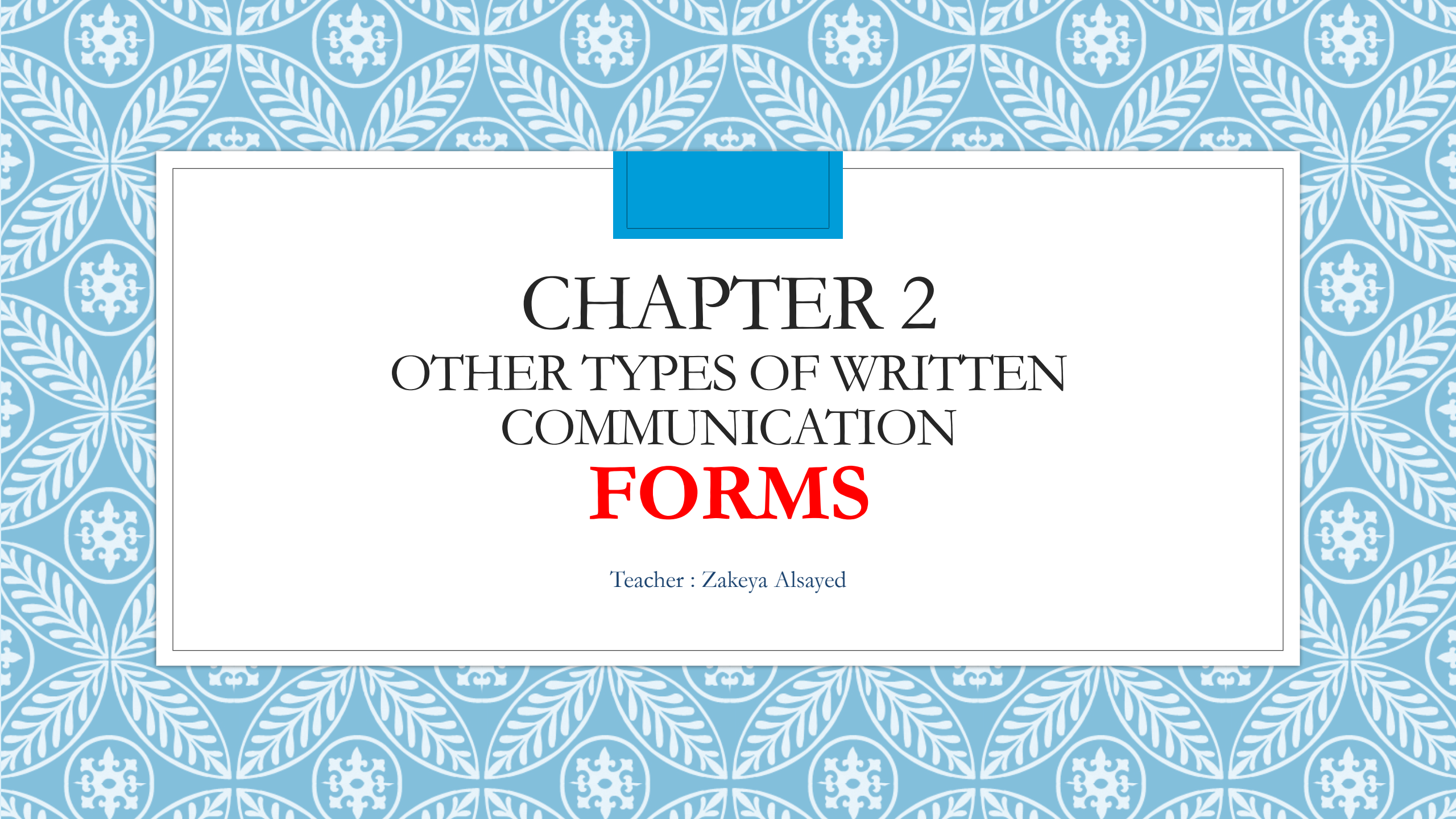
Q 6
Workbook: page 43

Difference	Formal Report	Informal Report
Reader	Often external or within an organization	Often internal
Form	Text	Memo, letter or email
Length	Long	short
Cost	Expensive	Inexpensive
Title	Usually on a separate title page	Appears as a subject line in memo heading
Contents page	Yes	None

Time: 3 Minutes

Q. Search on the internet and extract the different types of reports that can be prepared by the business.

- **Expense report**
- **Minutes of meeting**
- **Progress report**



CHAPTER 2
OTHER TYPES OF WRITTEN
COMMUNICATION
FORMS

Teacher : Zakeya Alsayed

Forms

Business Form are printed Form

**Such as :
Market research questionnaires**

**Forms : Save Time and effort as all
essential points are covered**

**Forms Used to communicate
routine information
Example : Application form**

Forms Definition

Form are used to collect specific and standard information

Forms Types and Example

Application
Form

Invoice

Order Form

Loans

License

Time sheet

Forms



ABC Company

Palace Avenue
P.O. Box: 2245
Manama - Kingdom of Bahrain

Fax: 17663311
Phone: 17663322
E-mail: abccom@hotmail.com

Invoice

Sent to

Location	Order No.	Order Date	Invoice No.	Invoice Date

S. No. Items	Items Details	Quantity	Unit Price		Total Price	
			BD	Fils	BD	Fils

Signature

Total Price	
6% Discount	
Net Amount Due	

Could you extract the main parts on Invoice form ?

Forms- Invoice



ABC Company

Palace Avenue

P.O. Box: 2245

Manama - Kingdom of Bahrain

Fax: 17663311

Phone: 17663322

E-mail: abccom@hotmail.com

Invoice

Sent to

.....
.....

Location	Order No.	Order Date	Invoice No.	Invoice Date

S. No. Items	Items Details	Quantity	Unit Price		Total Price	
			BD	Fils	BD	Fils

Total Price


6% Discount

Net Amount Due

Signature

This is an official form sent to customer requesting payment for goods which business has supplied

Forms – Employment Application

 **ABC Company**

Employment Application

We appreciate your interest in applying for a position at Kids Fashion Factory. To assist us in assessing your application, please complete the following confidential information. You may attach a resume to your application however; your resume will not be returned to you.

Your Photo

POSITION APPLIED FOR: _____

PERSONAL DETAILS

Full Name : _____

Sex Male Female Nationality : _____

Date Of Birth : _____ Marital Status : _____

CPR No. : _____ Religion : _____

Passport No. : _____ Telephone : _____

List below your educational achievements starting with the most recent first.

Name of School or Institute	Year		Speciality
	From	To	
_____	_____	_____	_____
_____	_____	_____	_____

Indicate your proficiency in language other than your own.

Language	Speaking	Writing	Reading
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SKILLS and HOBBIES

WORK EXPERIENCE

Position	Company Address	Duration		Reason for Leaving	Monthly Salary
		From	To		
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Expected Salary : _____

Driving license Yes No
Possessing Vehicle Yes No

I certify that the particulars I have given above are true to the best of my knowledge. I understand that any false statement that I have provided may lead to the withdrawal of any employment offer, or if employed, to dismissal for cause.

Date _____ Signature _____

Could you extract the main parts on Employment application form ?

Q8: Fill the invoice No. BA2333 which is to be sent today to the XYZ Company, P.O. Box: 2873, Isa Town, Kingdom of Bahrain, against their order No. 2134, which was ordered two days before.

The company gives 6% trade discount in each invoice. The Sales Manager's name is Yousif Abdulla.

<u>Item No.</u>	<u>Quantity</u>	<u>Description Unit</u>	<u>Price</u>
TOS 009	12	Laptop Computer	BD 190.000
MA 234	22	Computer Table	BD 40.000
CH 435	16	Chair	BD 25.000

Q 8
Workbook: page 45



Diplomatic Area
Phone: 17555333 – Fax: 17555333
P.O. Box: 5655
Manama - Kingdom of Bahrain

Invoice

Sent to	XYZ Company	P.O. Box: 2873, Isa Town, Kingdom of Bahrain
----------------	--------------------	---

Location	Order No.	Order Date	Invoice No.	Invoice Date
Isa Town	2134		BA2333	

S. No. Items	Item Details	Quantity	Unit Price		Total Price	
			BD	Fils	BD	Fils
TOS 009	Laptop Computer	12	190	000	2280	000
MA 234	Computer Table	22	40	000	880	000
CH 435	Chair	16	25	000	400	000

Yousif Abdulla
Sales Manager

Signature

Total Price	3560.000
6% Discount	213.600
Net Amount Due	3346.400

Q9: Complete the invoice using the information below.

◆ Yesterday, Good Stationery received an order No. 8372, form Nadia Company,
Manama –Place Avenue – Kingdom of Bahrain.

◆ Today, Ali Bader the Sales Assistant completed an invoice No. 00882 and will send
it to Nadia Company, with 10% cash discount.



Good Stationery

Phone: 17993333 – Fax: 17983333 – e-mail: goodstationary@hotmail.com
Diplomatic Area - P.O. Box: 5655 - Manama - Kingdom of Bahrain

Invoice

Sent to **Nadia Company**
Manama – Place Avenue - Kingdom of Bahrain

Location	Order No.	Order Date	Invoice No.	Invoice Date
Manama	8372		00882	

S. no. Items	Item Details	Quantity	Unit Price		Total Price	
			BD	Fils	BD	Fils
	A4 bond papers	72	1 300		93 600	
	Staplers	36	1 500		54 000	
	Hole Punch	50	1 200		60 000	

Ali Bader Sales Assistant Signature	Total Price	207 600
	10% Discount	20.760
	Net Amount Due	186.840

Q 9
Workbook: page 46


The details of the items are as follows:

- 72 A4 bond papers at the price of BD 1.300 for each ream.
- 36 Staplers at the price of BD 1.500 for each.
- 50 Hole punch at the price of BD 1.200 for each.

Q7: Fill in the application form according to the following information:

"... Dana Hamdan Isa, is a clever Bahraini woman (personal no. 940000069, passport no. H65333). She was born in Mohurraq in 20 August 1994. Dana went to Om Ayman Elementary School in 2006, and she graduated from Al Hooraa Secondary School in 2012 (Commercial Track). She has worked as a cashier in Awal Cold Store with a salary of BD 250 (July 2012 – Feb 2013). She left work to continue her studies in the University of Bahrain and she got an Office Management Diploma in 2015. Dana likes reading and swimming. She is skillful in speaking English and computer; she is able to type 25 words per second. She is married and she has a beautiful child called Ahmed. Mr. Jassim Salman – her previous supervisor knows her qualifications and skills very well. He usually calls her in some religious occasions on her telephone (Mobile: 37039004). Mr. Jassim wrote her a recommendation letter for future reference. She is applying for a secretary position in ABC Company and she is expecting to get BD 450."

Q 7 Workbook: page 43 - 44



Employment Application

We appreciate your interest in applying for a position at Kids Fashion Factory. To assist us in assessing your application, please complete the following confidential information. You may attach a resume to your application however; your resume will not be returned to you.

Your Photo

POSITION APPLIED FOR: Secretary/ ABC Company

PERSONAL DETAILS

Full Name : Dana Hamdan Isa

Sex : Male Female **Nationality :** Bahraini

Date Of Birth : 20 August 1994 **Marital Status :** Married

CPR No. : 940000069 **Religion :** Muslim

Passport No. : H65333 **Telephone :** _____

List below your educational achievements starting with the most recent first.

Name of School or Institute	Year		Speciality
	From	To	
Al Hooraa Secondary School	2009	2012	Commercial Track
University of Bahrain	2013	2015	Office Management Diploma

Indicate your proficiency in language other than your own.

Language	Speaking	Writing	Reading
English	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SKILLS and HOBBIES

Reading and Swimming

WORK EXPERIENCE

Position	Company Address	Duration		Reason for Leaving	Monthly Salary
		From	To		
Cashier	Awal cold Store	July 2012	Feb 2013	Continue Studies in the UOB	BD 250

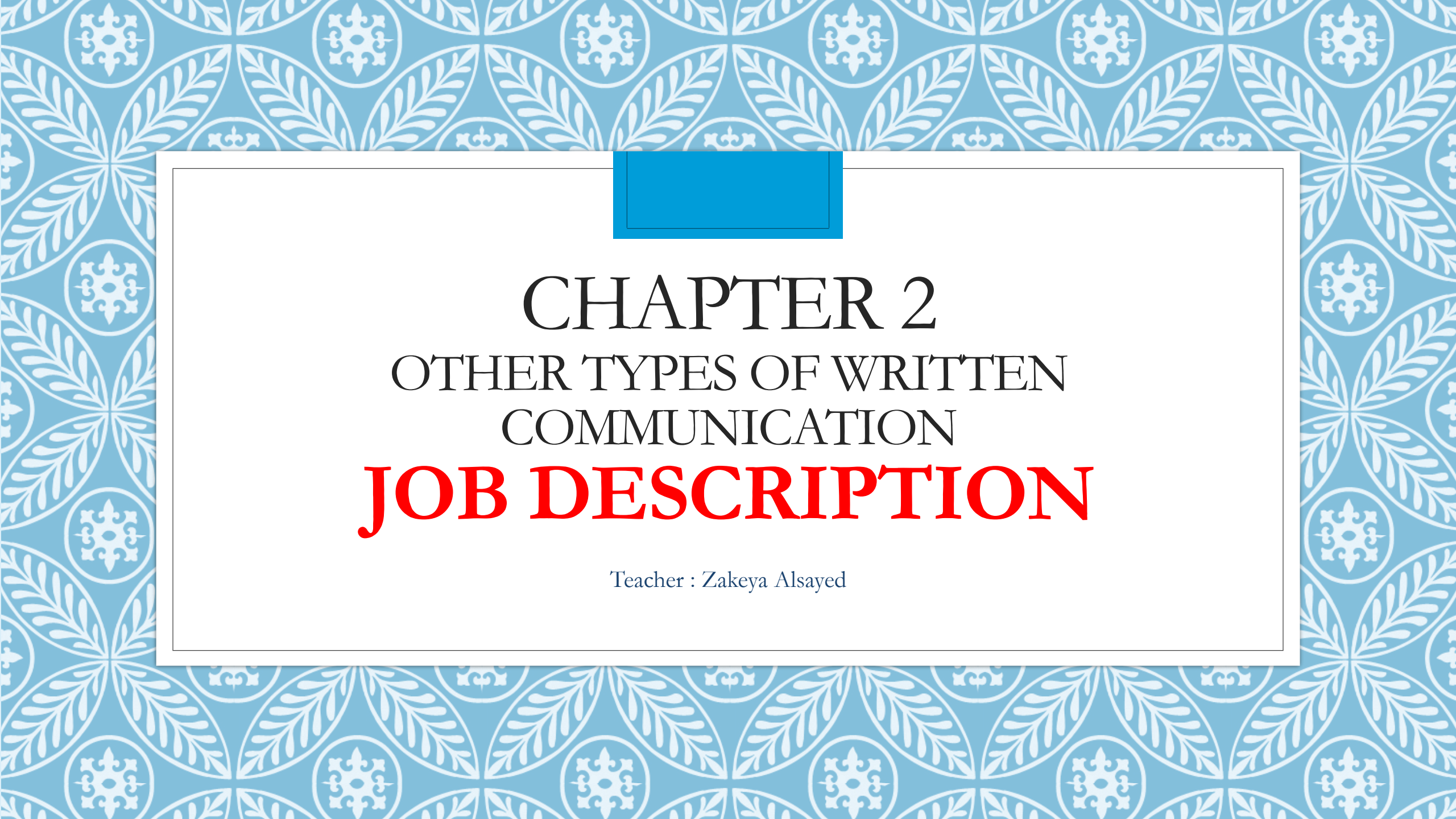
Expected Salary : BD 450

Driving license Yes No

Possessing Vehicle Yes No

I certify that the particular I have given above are true to the best of my knowledge. I understand that any false statement that I have provided may lead to the withdrawal of any employment offer, or if employed, to dismissal for cause.

Date Signature Dana



CHAPTER 2
OTHER TYPES OF WRITTEN
COMMUNICATION
JOB DESCRIPTION

Teacher : Zakeya Alsayed

Job Description

Job Description : it's a document that shows clearly the task , duties and responsibilities expected of a worker for a particular job

A job description is a written document that provides all the details about what a job involves.

It usually prepared by the human resource department with input from the manager of the department which has the vacancy

Job description will be send to anyone interested in applying for the job

Job Description include

Job title

for example, Accounting Clerk.

The main duties of the job

for example, recording of financial transactions and the handling of financial information.

The department the job is in:

such as the finance department or production department.

Job Description include

Responsibilities :

what the job holder is responsible for supervising/managing.

Accountability :

who the job holder reports to.

Working conditions:

hours and wages or salary

The name and location of the business organization

Job Description include

The main purpose of a job description is to show clearly what is expected of an employee.

Title: Accounting Clerk

Job purpose: To join the accounting team in the recording of financial transactions and the handling of financial information.

Location: ABC Trading Co., Manama

Responsibilities:

1. Matching, batching and coding invoices.
2. Matching invoices to purchase orders.
3. Arranging payments through cheques and BACS.
4. Allocating items of expenditure to cost centers.
5. Dealing with internal expense claims.

Department Finance Department

Responsible for: Accountant Assistant

Accountable to: Finance Manager

Salary: BD 530 – 850 depending on experience.

Hours and conations of work:

- 40 hours per week (7:30 am – 4:30 pm)
- 5 weeks' holiday a year.

Time: 3 Minutes

Textbook: page 53

Look at the people in the photographs. For each one, discuss and write down:

- ▶ the job you think the person has.
- ▶ the key tasks and activities you think the person will perform.
- ▶ the skills and qualities that the person doing the job should have.





Answer:

Feedback

1- Engineer

- 2- Making plans using detailed drawings.
- Creating accurate project specifications.
- Creating technical reports for customers.
- Completing regulatory documents concerning safety issues.
- Finishing projects on time and within budget.
- Communicating with clients and co-workers about analysis results.

- ❖ 3- Communication skills
- ❖ Interpersonal and leadership skills
- ❖ Creative thinking
- ❖ Organization and attention
- ❖ Curiosity
- ❖ Intuition

1- Pilot

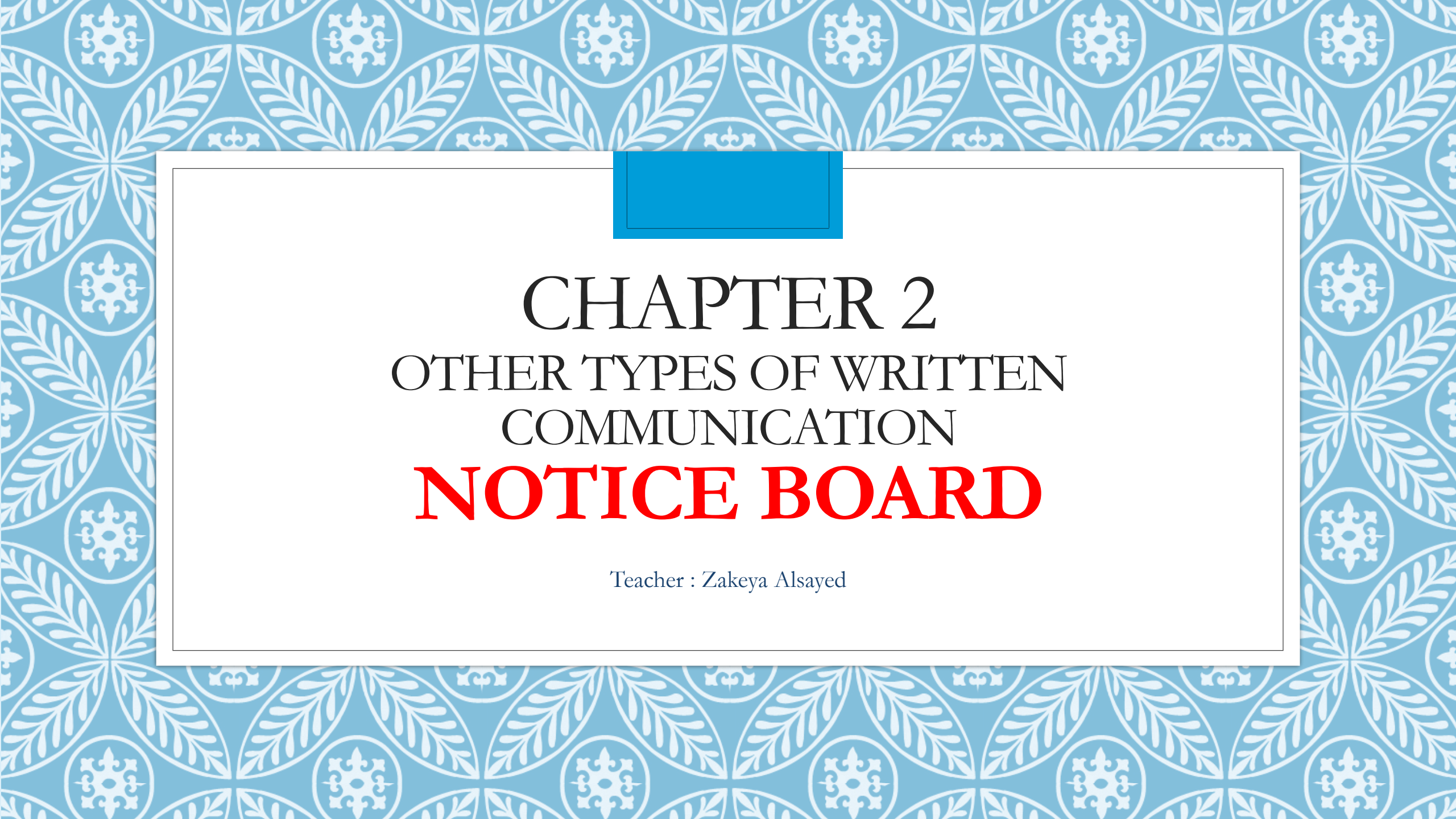
- ✓ 2-Make sure all information on the route, weather, passengers and aircraft is received
- ✓ Ensure the fuel levels balance safety.
- ✓ Make sure all safety systems are working properly
- ✓ Brief the cabin crew before the flight and maintain regular contact throughout the flight
- ✓ Carry out pre-flight checks on the navigation and operating systems
- ✓ Communicate with air traffic control before take-off and during flight and landing.
- ✓ Make regular checks on the aircraft's technical performance, on weather conditions and air traffic
- ✓ Communicate with passengers.
- ✓ React quickly and appropriately to environmental changes and emergencies
- ✓ Update the aircraft logbook and write a report at the end of the flight.

- 3-Ability to understand technical information, as pilots need to know how their aircraft works
- Excellent spatial awareness and coordination
- Good communication and teamwork skills
- the ability to think quickly and make decisions in difficult situations
- The capacity to remain calm under pressure
- Discipline, self-confidence and commitment
- leadership skills

1- Doctor

- ❖ 2- Assess symptoms
- ❖ Diagnose conditions
- ❖ Prescribe and administer treatment
- ❖ Provide follow-up care of patients, refer them to other providers, and interpret their laboratory results
- ❖ Collaborate with physician assistants, nurse and other health professionals
- ❖ Prescribe medication
- ❖ Stay current on medical technology and research

- 3- Communication skills
- Emotional Intelligence
- Decision making
- Teamwork
- Capacity for learning
- Professionalism



CHAPTER 2
OTHER TYPES OF WRITTEN
COMMUNICATION
NOTICE BOARD

Teacher : Zakeya Alsayed

Notice Board

A notice is normally used to **display factual information** which is open to anyone to read, **such as** health and safety regulations, training courses, or work celebrations and parties. Notices are normally displayed in prominent places.

IMPORTANT NOTICE RECYCLING BINS FOR ALL CANS AND TINS

All staff please use the recycling bins provided for the disposal of cans and tins only.
The bins should not be used for general waste.

Should you have any queries on this or any other energy or environmental issues, please contact Talal Khaled (Extension 7448)

Facilities Management Team

Notice Board

Tips (2.3.8)

Notices provide a cheap way of communicating the same information to a large number of people but they may not be read, or may be ignored.

Notice Board

Q. What is the purpose of using a notice board?

keep everyone updated on upcoming events

Health and safety regulation

Training courses

Work Celebrations and parties