

Worksheet 9: An internal memo

1 What kind of training do you have in your company?

- language training
- computer training
- management training
- other

2 Work in pairs. Read this memo and discuss the questions.

- 1 What kind of company is it?
- 2 Why do they need training?

MEMO

To: All staff
From: GD
Date: 2 February
Subject: Training

We are introducing new procedures for checking in guests. As part of this process, new software was recently installed on the network. As a result, hotel information is now networked so we all have the same details of every guest.

The system goes live on the 1st of next month so all staff are required to attend training before that date. The new system was installed by Delton IT Solutions and so the training is delivered in English by their head of IT training, Geert Aspe. There are six 90-minute sessions available:

10th February at 9.30, 11.30 and 2.30

11th February at 9.30, 11.30 and 2.30

Training will be in the floor one conference suite. To sign up for one session, please fill in the attached form and return it to me by the 6th. Staff working in the same department are requested to choose different sessions where possible. If you have holiday or leave on those two days, please contact me immediately.

3 Read the memo again. Choose the correct option to answer these questions.

- | | | | | |
|---|---|-----|----|------------|
| 1 | Does everyone who works in the hotel receive the memo? | Yes | No | Don't know |
| 2 | What is the first and last name of the writer? | Yes | No | Don't know |
| 3 | Can everyone read the same information about a guest with the new software? | Yes | No | Don't know |
| 4 | Does the system go live on April 1st? | Yes | No | Don't know |
| 5 | Is Geert Aspe a hotel employee? | Yes | No | Don't know |
| 6 | Do employees choose a time for their training? | Yes | No | Don't know |
| 7 | Do employees give the form to Geert? | Yes | No | Don't know |
| 8 | If an employee is on holiday, do they have training on a different day? | Yes | No | Don't know |

4 Find these pairs of words in the memo, and match each word in the pair to the correct definition (a or b).

- 1 **procedure / process**
 - a an official or correct method for doing something in the workplace _____
 - b a series of actions to get a result _____
- 2 **network / install**
 - a to connect different computers so everyone can communicate _____
 - b to put a program onto a computer _____
- 3 **required / requested**
 - a asked _____
 - b needed _____
- 4 **sign up / fill in**
 - a to complete a form _____
 - b to write your name on a list to do an organised activity _____

5 Work in pairs.

- a Underline six sentences in the memo which use the present simple passive or the past simple passive.
- b Discuss why the writer uses the passive form in these sentences.

6 Work in groups.

- a You work for the same company and you want to improve something for all the staff with a new procedure. Discuss what you will improve and the new procedure.
- b Write a memo to all the staff. Tell them about the new procedure and any important information (dates, times and training).

7 Swap your memo with another group. Read their memo. Does it tell you:

- what the new procedure is?
- what action is needed next?

I CAN

begin the memo with To / From / Date / Subject

introduce the reason for the memo

tell the reader what action is needed