

Worksheet 6: A memo

1 Read the memo. Match the three sections of the memo to the topics a–c.

Section 1: ____

a findings and consequences

Section 2: ____

b background to the memo

Section 3: ____

c future recommendation

MEMO

TO: Jaber, Brigitte and Ralph

FROM: Nurdaulet

DATE: 16 June

SUBJECT: Feedback on the sales conference

As you know, we gave all **delegates** a **satisfaction survey** at the end of last week's sales conference. I have now had time to review most of the comments. The majority were positive about the content of the conference but unfortunately there was a lot of criticism about the **venue**. The most common criticism included the following:

- A very small electrical fire started during one of the **sessions**. The venue had not explained **procedures** in case of emergency. As a result there was some confusion. Thankfully, no delegates were hurt.
- Some delegates had requested vegetarian **options** but on the first evening these **dietary requirements** were not met. Consequently, a number of people were not satisfied with the opening dinner.
- The air conditioning didn't work for two hours in the middle of the day, so delegates were too hot.

In addition to this, the venue is increasing its **rates** by nearly 10% for next year. Consequently, I'd ask you all to start researching an alternative venue for next year and send me your suggestions. Note that suitable venues are difficult to find, so despite the fact that it's nearly twelve months away please give this your immediate attention.

2 Match the words in bold in the memo to the definitions.

- 1 people at a conference _____
- 2 the place where an event is held _____
- 3 the food or nutritional needs of a person _____
- 4 questionnaire to find out how happy people are with something. _____
- 5 scheduled events at a conference _____
- 6 ways of doing something _____
- 7 prices or fees (at a hotel or conference centre) _____
- 8 choices _____

3 Complete these comments from a survey with words from Exercise 4.

- 1 The _____ was modern, but the air conditioning was broken.
- 2 It was too hot during our _____.
- 3 The food was OK but there weren't many vegetarian _____. Everything was meat.
- 4 My _____ for Halal food were not met.
- 5 I hope the hotel's _____ are low because we have a small budget.
- 6 Like most other _____, I was disappointed with the venue.

4 Summarise the problems and consequences in the memo in this table.

PROBLEMS AND CAUSES	CONSEQUENCES

5 Underline any linking words or phrases for talking about causes and consequences in the memo. For example: *As a result there was some confusion.*

6 Work in pairs. Imagine you have asked staff in your place of work to complete a survey to improve the workplace. List three problems and their consequences. You could think about transport, parking, facilities, space, noise, heating, etc.

PROBLEMS AND CAUSES	CONSEQUENCES

7 Write a memo to all the staff and summarise your findings. Present the common problems and consequences, and make future recommendations.

I CAN	
structure a short memo	<input type="checkbox"/>
explain problems, causes and consequences	<input type="checkbox"/>
use linking words and phrases	<input type="checkbox"/>
make future recommendations	<input type="checkbox"/>