

# Business letters

documents

# FAX

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## Fax message

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**To** D. Causio, Satex S.p.A.  
**From** L. Crane  
**Fax no.** (06) 481 5473  
**Subject** Replacement of damaged order no. 14478  
**Date** 19 October 20—  
**Page/s** 1

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This is an urgent request for a consignment to replace the above order, which was damaged during delivery. We informed you about this in our letter of 15 September.

Please airfreight the following items:

Cat. No.	Quantity
R30	50
R20	70
N26	100

The damaged consignment will be returned when we receive the replacement.

*Peter Crane*

Peter Crane  
Chief Buyer

# Minute

Minutes of the Meeting of the  
CAPITOL IMPROVEMENTS COMMITTEE  
The Foster Lash Company, Inc.  
October 8, 19—

Presiding: Patricia Stuart

Present: Mike Negron  
Sheila Gluck  
Ellen Franklin  
Samuel Browne  
Lisa Woo

Absent: Fred Hoffman  
Gina Marino

The weekly meeting of the Capitol Improvements Committee of the Foster Lash Company was called to order at 11 A.M. in the conference room by Ms. Stuart. The minutes of the meeting of October 1 were read by Mr. Negron and approved.

The main discussion of the meeting concerned major equipment that should be purchased by the end of the year. Among the proposals were these:

Ms. Woo presented information regarding three varieties of office copying machines. On the basis of her cost analysis and relative performance statistics, it was decided, by majority vote, to recommend the purchase of a CBM X-12 copier.

Mr. Browne presented a request from the secretarial staff for new typewriters. Several secretaries have complained of major and frequent breakdowns of their old machines. Ms. Franklin and Mr. Browne are to further investigate the need for new typewriters and prepare a cost comparison of new equipment versus repairs.

The committee will discuss the advisability of upgrading account executives' laptop computers. The report will be presented by Sheila Gluck at the next meeting, to be held on October 15, 19—, at 11 A.M. in the conference room.

The meeting was adjourned at 11:45 A.M.

Respectfully submitted,

Ellen Franklin, Secretary

# Minutes should contain certain basic facts

- the name of the organization
- the place, date, and time of the meeting
- whether the meeting is regular (monthly, special, etc.)
- the name of the person presiding
- a record of attendance
- a reference of the minutes of the previous meeting
- an account of all reports, motions or resolutions made
- the date, time, and place of the next meeting
- the time of adjournment

## Tips for writing e-mails

- keeps messages short
- presents information clearly with bullet points
- enters a precise subject box
- doesn't over-use the "reply" function
- checks their mail box at least three times daily
- limits personal mail and small talk
- gives people time to reply
- doesn't forward mail without thinking
- creates a filing system for mail/attachments

- reports offensive mail
- adds key information in the e-mail signature
- never abuses the system for private messages
- thinks twice about attaching very large files
- telephones if an immediate answer is required
- keeps address book up-to-date
- is professional at all times