

Кафедра Западноевропейских языков

Преподаватель Смирнова О.В

**MEMOS**

**BUSINESS E-MAILS**



# МЕМО

**докладная  
[служебная]  
записка,  
служебное  
письмо,  
меморандум**

**Так как меморандумы предназначены для  
сотрудников и коллег, то в них нет форм  
приветствия и прощания**

# Структура меморандума

## Heading

## Шапка

Company name

Название компании

To:

Кому:

[указывают полное имя получателя,  
профессиональное звание]

From:

От кого:

[имя или должность  
отправителя, не подписывается]

# Структура меморандума

## Heading

**Date:**

**Subject:**

## Шапка

**Дата:**

**Тема:**

# Структура меморандума

## Body

## Основной текст

**Opening:**

**Вступление:**

**[устанавливает причины написания меморандума]**

**Middle:**

**Средняя часть:**

**[показывает факты и цифры]**

**Ending:**

**Заключительная часть:**

**[подводит итог]**

## MEMO

**To:** Katherine Chu, Regional Manager  
**From:** Stephen Yu, Sales  
**Date :** 28 April 2007  
**Subject:** My resignation

I am writing to inform you of my intention to resign from G & S Holdings.

I have appreciated very much my four years working for the company. The training has been excellent and I have gained valuable experience working within an efficient and professional team environment. In particular, I have appreciated your personal guidance during these first years of my career.

I feel now that it is time to further develop my knowledge and skills base in a different environment.

I would like to leave, if possible, in a month's time on Saturday, 26 May. This will allow me to complete my current workload. I hope that this suggested arrangement is acceptable to the company.

Once again, thank you for your support.

To: All Support Staff Supervisors

From: Ruth Bennett, Controller

Date: December 5, 20—

Subject: YEAR-END BONUS FOR SUPPORT STUFF

I am pleased to announce that we will be distributing a year-end bonus to all support staff and middle management this year. Sales have increased by 25 percent in the past eight months and are up 36 percent from the same period last year.

Bonuses will be calculated according to employees' salary and length of services as follows:

<u>Services</u>	<u>Amount</u>
10 years or more	$\frac{3}{4}$ of monthly salary
5 to 9 years	$\frac{2}{3}$ of monthly salary
Less than 5 years	$\frac{1}{2}$ of monthly salary

All employees have contributed to the rise in sales revenue this year. The bonus is one way of expressing our appreciation for everyone's outstanding effort. Bonus checks will be issued to each employee on December 23 along with the regular paycheck.

# Виды служебных записок

Directive, указание

Response to a request

Report of a trip

Technical report



# Особенности оформления служебных записок





**Читателю нужно сказать только то, что ему \ ей  
нужно знать. Меморандумы по своей природе это  
пакет сжатой информации. Избыток деталей рассеет  
внимание читателя и «размывает» суть текста.**

**Читателю нужно сказать, что означает эта  
информация**

**Читателю нужно сказать, какие действия  
должны быть предприняты**

## **MEMORANDUM**

**TO:** Design Team #362  
**FROM:** W.B. Working  
**DATE:** May 27, 1997  
**SUBJECT:** Project Schedule

As a result of yesterday's meeting, I suggest we follow the project schedule listed below. Remember, we must submit a Proposal by noon on July 2.

### **Schedule**

<b>Task</b>	<b>Completion Date</b>
• Divide research into groups and compile information	• June 6
• Review designs from Kate and Bill.	• June 11
• Write Proposal	• June 23
• Review Proposal	• June 26
• Submit Proposal for printing	• June 27

## MEMORANDUM

**TO:** Design Team #362  
**FROM:** W.B. Working  
**DATE:** May 27, 1997  
**SUBJECT:** Project Schedule

### **Цель:**

This memo responds to your request that the weekly meeting be moved from 9am to 10am.

### **Краткое изложение:**

1. This request is satisfactory as long as it is approved by management.

### **Обсуждение:**

1. Management usually has no problem with the individual time changes in meetings, as long as meeting minutes are turned in by noon to Cathy.

### **Действие:**

I have asked Cathy if she thinks this would be a problem and she said no, so all we need to do now is get approval from Steve.

## **MEMORANDUM**

**TO:** Dean of Journalism  
**FROM:** Steve Nash  
**DATE:** June 27, 1999  
**SUBJECT:** Computer Lab

**Цель:** This memo presents my findings of my visit to the computer lab at Clark C252.

**Краткое изложение:** In general, I felt that the lab needs much new equipment and renovation.

**Задача, поставка проблемы:** The inspection was designed to determine if the present equipment was adequate to provide graduate students with the technology needed to perform the tasks expected of them by their professors and thesis research.

**Методы:** I ran a series of tasks on SPSS and WordPerfect and recorded memory capacity and processing time for each task.

**Результаты:** The inspection found that the hardware used to run the computers is outdated and that the computers itself are very slow.

**Заключение:** This lab is inadequate for the everyday needs of graduate students in this department.

**Рекомендации:** Four new computers running on Windows98 and a processing speed of at least 233mhz should be purchased immediately.

## ***MEMORANDUM***

**TO:** Design Team #362  
**FROM:** W.B. Working  
**DATE:** June 27, 1997  
**SUBJECT:** Weekly Meeting

***Цель:*** This memo presents my impressions of the meeting last week.

***Краткое изложение:*** In general, I felt that the meeting went well and much progress was made.

***Обсуждение:*** Barb and Jeff were able to make progress on the graphics and should have them finished next week.  
Kyle and Sandy are on Chapter 2 of the user manual.

***Рекомендации:*** Kyle will meet with Jeff to see how they want the graphics integrated into the text.

**Trip report memo**

# Виды email электронное письмо

Heading

Шапка

Body

Основной текст

Signature block

Подпись

# Шапка письма

**TO:**

**FROM:**

**CC:**

**BCC:**

**DATE:**

**SUBJECT:**

**ATTACHED:**

**КОМУ:**

**ОТ КОГО:**

**КОПИЯ:**

**СКРЫТАЯ КОПИЯ:**

**ДАТА:**

**ТЕМА:**

**ПРИКРЕПЛЕННЫЕ**

**ФАЙЛЫ:**



# Подпись в письме

Располагается внизу слева, отделяется от основной части письма строкой знаков:

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