

Paul Robbins training and consultancy

AAT Access Award in Business Skills

Types of Business Document

Class Exercise Model Answer

Complete the table below showing the characteristics of following types of business document.

	<i>Letter</i>	<i>Memo</i>	<i>Email</i>	<i>Report</i>
<i>Use with internal customers? (yes / no)</i>	No	Yes	Yes	Yes
<i>Use with external customers? (yes / no)</i>	Yes	No	Yes	Yes
<i>Formal or Informal?</i>	Formal	Formal (although usually less formal than letter or report)	Can be either formal or informal depending on who it is sent to	Formal
<i>Normal length of document? (short / medium / long)</i>	Short to medium	Short	Short	Long
<i>Example of when to use?</i>	Writing to a credit customer to advise them that their account is overdue	Reminding staff of the need to keep their desks tidy	Requesting some information from a colleague	When writing up the findings from an audit of a company