

Paul Robbins training and consultancy

AAT Access Award in Business Skills

Producing Routine Business Documents

Lesson 5 – Homework Activity

You are the Finance Manager for a medium sized manufacturing business.

It has been brought to your attention that some of the Trainee Accountants have not been complying with the company's rules on producing routine business documents.

One of the company's main customers, Alan Wynn, telephoned Jonathan Walker, the Managing Director, to complain after receiving the following letter produced by one of the Trainee accountants.

Hi Alan,

You owe us nearly ten grand. That is well loads of money!! I need you to send me the cash ASAP, otherwise there might be trouble.

Anyways, if you want to chat about it, just give me a bell.

Talk later,

Hazza.

You have since reviewed a number of letters that the Trainee Accountants have sent to external customers of the company and have noticed:

- ***The repeated use of informal language***
- ***Not using the company's approved letter templates***
- ***Not complying with the company's house style***

Task

Write a memo to all staff members (make sure to cc: Jonathan Walker) explaining the following points:

- ***Why staff should use the company's approved business templates***
- ***What is meant by 'house style'***
- ***Why it is important to have a house style***
- ***Why it is necessary to use only formal language in letters***

MEMO

To:	<i>All Staff</i>
Cc:	<i>Jonathan Walker</i>
From:	<i>Paul Robbins</i>
Date:	<i>22/09/18</i>
Subject:	<i>Producing routine business documents</i>

It has come to my attention that routine business documents are regularly being produced which do not comply with company rules.

It is essential that all staff members are aware of the company rules on producing routine business documents and comply with these at all times.

The reasons for using the approved business templates include the fact that documentation can be produced quickly, easily and consistently. With letter templates you only need to fill in the missing fields, which saves time and reduces the risk of errors and omissions.

'House style' refers to the company's set of rules and guidelines for producing standardised business documentation.

This can include ensuring that official letter headed paper displaying the company's logo is used for letters and always using the same font size and type on letters.

Using templates is one way of ensuring that the company's 'house style' is applied. This is important as it portrays a professional and consistent image of the company to its customers.

It is also essential to only use formal language in letters. It is expected that business communication will not use informal language such as slang or abbreviations used in text messaging.

As a company, we want to portray a positive message of ourselves as being professional and courteous and one of the ways in which this can be achieved is through formal language in letters.