

Paul Robbins training and consultancy

Work Effectively in Finance – Lesson 1

Types of Business Document

Class Exercise

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>				
<i>Use with external customers? (yes / no)</i>				
<i>Formal or Informal?</i>				
<i>Normal length of document? (short / medium / long)</i>				
<i>Example of when to use?</i>				