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Do No Harm: /4

**1. Preparing E-mail Messages and Memos**

Before sending a message, you must choose the proper communication channel. Although e-mail messages and memos are similar, they are not interchangeable.

*Determine whether the following scenario requires an e-mail or interoffice memo.*

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You need to send the quarterly sales report to coworkers in your department.

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- Memo
- E-mail

The content of your e-mails and memos will vary, but direct internal messages contain four main parts. Therefore, it is important to familiarize yourself with these four parts.

*Identify the parts of the e-mail message indicated by the bracketed numbers.*

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To: Ellen Stanford

From: Thomas Gregory

[1] Proposed Agenda for November 6 Meeting

Dear Ms. Stanford,

[2] Please review the following agenda for our next shareholder meeting and recommend any changes.

- [3] • Rising stock prices
- Discussion of new investors
  - Portfolios and new funding
  - Introduction of new vice-president

[4] Please send any changes to the agenda to me by 3:00 p.m., November 3.

Many thanks,

Thomas

Thomas Gregory

Financial Analyst

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Which part of the e-mail is part [3]?

- Subject line
- Explaining in the body
- Closing with a purpose

Which part of the e-mail is part [4]?

- Subject line
- Closing with a purpose
- Opening with main idea

*Identify which component of e-mail messages and memos is described.*

This section may include dates, deadlines, or a summary.

- Closing with a purpose
- Writing the subject line
- Opening with the main idea

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