**V. THƯ BÁO (Memorandums / memos)**

**1.** Trong Part 7, các bài đọc có thể là các thư báo, đây là một hình thức trao đổi thông tin giữa các nhà tuyển dụng, nhân viên trong công ty hoặc là giữa các công ty để thông báo về sự thay đổi về nơi gặp gỡ, một quyết định mới, một yêu cầu, một sự luân chuyển nhân viên v.v. Ban đầu, từ “memorandum” được sử dụng, nhưng đến những năm 1920 khi mà các loại tài liệu nội bộ được sử dụng rộng rãi, thì nó được rút gọn thành “memo”.

Các thư báo thì kém trang trọng hơn so với thư từ và chúng có thể có hình thức riêng. Cụ thể là có phần To: <Người nhận>, From: <Người gửi>, Date: <Ngày thông báo>, phần chủ đề Subject: hoặc Re: thì có thể có hoặc không.

Phần chào hỏi (Dear…) và chào kết thúc (Regard, Sincerely…) cũng như chữ kí thì có thể có hoặc không, tuy nhiên những phần này đối với một lá thư thì luôn phải có.

Trung bình có khoảng 1 đến 2 dạng bài này trong Part 7 TOEIC, mỗi bài có 2 đến 4 câu hỏi.

**2.** Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp

What is the purpose of this memo?

What are employees asked to do?

Where will the meeting take place?

What problem is mentioned in the memo?

What will the winner of the contest receive?

b. Hướng dẫn làm bài

Bạn nên làm quen với hình thức của một thư báo. Phía trên bên trái, bạn sẽ thấy tên người gửi, tên người nhận và từ Subject: hoặc Re: đề cập đến chủ đề hay mục đích của bài thư báo. Nhìn vào dòng Subject: hoặc Re:, bạn có thể dễ dàng đoán được nội dung của bài.

Bạn cũng có thể học các cách diễn đạt và từ vựng thường xuất hiện trong các bài thư báo để thuận tiện cho việc đọc-hiểu.

**3.** Những cách diễn đạt và từ vựng thường gặp trong thư báo

**a.** Những cách diễn đạt thường gặp (Common expressions)

\*Mục đích của thư báo

**I am sending this memo out to** + somebody + to infinitive

I am sending this memo out to all seminar participants to remind you of the change in schedule for tomorrow’s presentations.

**We regret to inform you that …**

We regret to inform you that your account has been suspended pending payment of all outstanding debts.

b. Từ vựng thường xuất hiện trong thư báo (Common vocabulary in Memos)

*\*Nhân sự (Human resources)*

Allocate Profile

Appoint Promote

Appraisal Qualified

Aptitude Quit

Curtail Relocate

Cut back Replacement

Dismiss Resign

Dispatch Resignation

Field Retirement

Fire Training session

Get a promotion Transferred

Incumbent Turnover

Layoff

*\*Quản lí (Management)*

Advise Managerial

Alter Proper

Appropriate Relevant

Assign Review

Consult Streamline

Demanding Supervise

Head Time-consuming

Manage

*\*Tổ chức kinh doanh (Enterprises)*

Affiliate Expansion

Branch Firm

Colleague Head office

Company Headquarters

Competitor Inc. (Incorporated)

Conglomerate Ltd. (Limited)

Corporation Merge

Division Parent company

Enterprise Subsidiary company

*\*Chức danh / Vị trí (Titles / Positions)*

Administrative Executive

Administrative assistant Immediate supervisor

Assistant Manager

Associate Managerial position

CEO (Chief Executive Office) Ownership

Chairman Position

Consultant Representative

Coordinator Senior

Deputy Staff

Director Supervisor

Employee Trainee

Employer Vice president

Entrepreneur

*\*Bộ phận, phòng ban (Departments)*

Accounting department Overseas division

Board of directors Payroll department

Consumer affairs department Personnel department

Engineering department Public relations department

Head office Sales department

Human resources department Shipping department

Marketing department

Example 01 (Questions 155-156, Test 04, ETS 1200)

**Questions 155-156** refer to the following memo

|  |
| --- |
| From: Michael Bergmann To: Brigit Ingersoll Re: Awards Banquet  Per your request, I’ve put together a list of preferred caterers. In my opinion, Comfort Meals is the best: they are reliable, their charges are reasonable, and, above all, their food is delicious! Another food service provider I can highly recommend is Ethnic D’lites. They offer, among other things, a variety of South Asian dishes, and our employees and clients from that region in particular give them high marks.  With regard to your question about entertainment, I’m afraid I can’t offer you any advice. Ramon Garcia (extension 5555) in the sales department may have some suggestions for you. On a couple of occasions he has hired musicians for our annual New Year’s party.  I hope this information is useful. Good luck with the preparations for the October 12 events.  Michael |

**155.** What is the purpose of the memo?

(A) To inquire about the new telephone

system  
 (B) To congratulate an employee on a

promotion  
 (C) To discuss the price of menu items  
 (D) To provide suggestions for an

upcoming event

**156.** Why should Ms. Ingersoll contact

Mr. Garcia?

(A) To learn more about the new work

procedures  
 (B) To ask for recommendations for  
 entertainment  
 (C) To find out when a party will be

held  
 (D) To verify the prices of a catered

meal

Example 02 (Questions 166-168, Practice Exam)

**Questions 166 – 168** refer to the following memo.

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| --- |
| TO: All employees FROM: Venessa Hardwright SUBJECT: Reduction in staff DATE: December 28, 2015  As anticipated, the recent merger with FGA United has resulted in overlap of some functions. Consequently, it is necessary to reduce our work force in those areas in which we have significant duplication of effort.  Effective March 3, we will experience a 30% reduction in staff, right across seniority lines. Persons affected will be notified by the end of next month. These employees will receive two months’ severance pay.  Our personnel office will hold a series of meetings in the middle of February to discuss unemployment insurance benefits and to help those affected secure new jobs. If you plan to attend, call Marcos Twine at extension #131.  We thank you for all your hard work. Unfortunately this layoff could not be avoided. We wish you employment success in the future.  Vanessa Hardwright CEO ZBT Electronics |

**166.** What is the purpose of this memo?

(A) To announce changes in company

structure  
 (B) To declare a merger with FGA

United  
 (C) To motivate employees to work

harder  
 (D) To request attendance at upcoming

meetings

**167.** When will employees be informed

about their company status?

(A) In December  
 (B) In January  
 (C) In February  
 (D) In March

**168.** According to the memo, what is

TRUE?

(A) FGA United will secure jobs for all

employees.  
 (B) No executives will be made

redundant.  
 (C) Not all departments are affected by

the merger.

(D) Some employees will receive a

bonus.

Example 03 (Questions 170-173, Test 01, Economy 03)

**Questions 170-173** refer to the following memo.

|  |
| --- |
| From : Jack Wells, Executive Vice President To : All Employees Date : July 1 Re : Corporate Volunteer Project – Days of Caring  Days of Caring is an exciting opportunity for corporations in Morris County to get acquainted with local health and human services agencies. Our company has participated in the project for ten years now, and I'd like to encourage you to share this valuable experience with other volunteers.  This year’s Days of Caring will be held from September 12 to September 18. During this period, industry employees will provide three or more hours of service to nonprofit institutions in their communities. Days of Caring projects include simple repairs, landscaping, spring-cleaning, painting, and interaction with children and the elderly.  Last year, approximately 3,000 workers from two different brewing companies, including ourselves, took part in nearly 200 service projects, contributing over 11,000 volunteer hours to the communities where the businesses were located.  The company will offer paid time off to participating employees. We invite you to get involved by completing the attached registration form and submitting it to Glenn Casamassa in the Social Responsibility Department by the end of this month. |

**170.** Why was the memo written?

(A) To organize a new team of  
 volunteers  
 (B) To announce a change in an event  
 (C) To inform employees of a new

policy  
 (D) To persuade employees to take

part in an event

**171.** Where does Mr. Wells work?

(A) At a brewing firm  
 (B) At a nonprofit organization  
 (C) At a community center  
 (D) At a consulting agency

**172.** What is NOT mentioned about the  
 upcoming event?

(A) It will last for a week.  
 (B) Staff who attend the event will get

a paid vacation.  
 (C) It is not a nation-wide event.  
 (D) About 3,000 people will

participate.

**173.** According to the memo, by when must

registration forms be submitted?

(A) July 1  
 (B) July 31  
 (C) September 12  
 (D) September 18