**FAXES**

The word **fax** comes from facsimile, which means an exact copy or reproduction. Like email, the word ‘fax’ can be used as a noun, or as a verb.

A fax message is useful when speed is important and the recipient does not have an email address. It is especially useful for documents containing diagrams or drawings. Like an email, a fax can be sent quickly to many different recipients at the same time. However, again like email, fax is an open system. Correspondence can easily be accessed by outsiders, so it should not be used for confidential information.

As faxes are copies of documents, they cannot be used when the originals are required.

Different fax machines offer a wide range of facilities, including repeat dialling if the receiver's fax machine is engaged; a transmission report which gives details of the time, date, sender, receiver, number of pages, duration, and result.

Generally, faxes are similar to letters in style, level of formality, and the use of conventions. However, a fax may be shorter and the language more direct, like an email, as there is a time element in the cost of sending them.

The structure of a fax:

**1) Fax cover sheet –** the first page of a fax showing who it is from, who it’s to

**2) Attachment –** copies of documents

A fax cover sheet could be laid ass follows:

*Pages:*

*To:*

*From:*

*Phone:*

*Date:*

*Subject:*

**USEFUL PHRASES**

**1. Opening lines**

* *I refer to your letter of 23 June…*
* *Thank you for your letter dated…*
* *I refer to my telephone conversation with…*
* *Further to me telephone call this morning…*

**2. Closing Lines**

* *I look forward to hearing from you soon.*
* *I look forward to your response.*
* *Assuring you of our best attention at all times, …*
* *Thank you for your cooperation in this matter.*
* *Thank you in advance for your anticipated cooperation in this matter.*

**Sample Fax**

Number of pages

Including this cover sheet: 15

To: Norgequip

Kirekevein 506

NO-0317 Oslo, Norway

FAO: (for the attention of) Mr Anders Peterson

Fax number: + 47 29 89 03 70

Date: 3 September 2015

Re: Network equipment supply contact

Dear Mr Peterson

Thank you for the latest version of the network equipment supply contact that you sent by email last month. Our lawyers have looked at the contract in close detail and suggest a number of minor changes: please find attached a modified version.

If your lawyers can agree with these changes please courier a final version to us and we will sign it and send it back by return.

I look forward to your response.Please could you acknowledge this fax.

Best regards

Chang Ming

CEO, Sinophone

P.S. If you do not receive all pages, or if any pages are illegible, please phone + 47 22995667200 immediately.

**MEMOS**

Memos are short business communications, generally between colleagues within an office or organization. A business or organization usually has its own standard printed memo forms. A memo comes in two sections:

*The top section* should state who the memo is being sent to, who it is from, whether it is being copied to anyone else, the date it is being sent, and the subject, all laid out in much the same way as the cover sheet for a fax. You can use initials so long as it is clear who is who.

The bottom section is for the message itself. Memos should be as short as possible. No salutation or complimentary close is necessary, just the text of the message. Most firms use special memo pads for internal messages. A memo to a senior English- speaking member of staff may need as much care as a letter to a client. The style that is used depends on the practice within the company and on the relationship between the people involved.

**Sample Memo**

*To:* AHD, RCF

*From:* JG

*CC:* MT

*Date:* Monday 25 Oct

*Subject:* Sales forecasts

Can I remind you all that I need your area sales forecasts for the period January-July 2015 by the end of this week. Thanks.