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	Autore	Al-Maskari Khaled Mohamed <1972->
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		Bar chartFlow chart; 9. Use impersonal style when expressing opinions; 10. Avoid outdated expressions; 11. Avoid repetition; 12. Avoid turning verbs into nouns; Summary; Chapter 2: Business Memos; 1. Heading; 2. Purpose; 3. Body; 4. Conclusion; 5. Closing; 6. Carbon copy "CC"; Common types of memos; 1. To inform; 2. To request; 3. To instruct; 4. To recommend; 5. To respond; 6. To complain; 7. To remind; 8. To show appreciation; Summary; Chapter 3: Business E-mails; 1. Write a clear subject line; 2. Use the "cc" button; 3. Use the Out of Office Assistant
		How to use the Out of Office Assistant4. Use attachments for long documents; 5. Keep your message short; 6. Don't use e-mail for immediate action; 7. Use spell check; Frequently misspelled business

Sommario/riassunto	Nowadays, letters, reports and emails are vital components of business practice. Communication is increasingly global, but it's not any easier to understand or contribute to for non-fluent English speakers. There is increasing pressure to be able to produce effective documents for a business environment but little help out there to do so efficiently, resulting in wasted time and uncomfortable business communication. This book provides a wealth of practical information for any person who aims to produce short, effective documents within the work environment. It offers sensible, valuabl