

**SHANAHAN MACSHARRY & PARTNERS**  
**CHARTERED ACCOUNTANTS**  
**24 MARRIOT SQUARE**  
**DUBLIN 2**

9 February 2006

### **To Whom it May Concern**

Ms Fiona Miller, 22, Eustace Street, Newtown, Co. Dublin, has been working as an Accounts Technician at this company since March 2002.

Fiona is an excellent employee, highly motivated and very enthusiastic on every level. She works extremely well with her colleagues and supervisors and is always willing and eager to learn new skills. She is always positive and cheerful and is very popular with her workmates who seem to rely on her judgement and seek her advice.

We were not surprised to hear that Fiona has been studying for a professional qualification and we are pleased that she achieved the qualification she wanted. However it is with regret that we learned that she is moving on.

On a personal level Fiona is totally reliable and trustworthy. Her time-keeping and attendance records are excellent.

I have no hesitation in recommending Fiona for any position she seeks within the accountancy/financial sector. I wish her well in her future career.

Should you require any further information please contact me at the above address.

---

James E. Shanahan  
Managing Director

## Understanding Business Documents

1. What is this document?

---

2. What is the business of this company?

---

3. Where is it located?

---

---

4. What is Fiona's job?

---

---

5. How long has she worked for the company?

---

---

6. Is Fiona leaving her job?

---

---

7. Why do you think she is leaving?

---

---

---

---

8. Is Fiona a good employee? How do you know this?

---

---

---

---

---

---

---

9. What is the position (title) of the writer of this document?

---

**Vocabulary check:**

Look at the words below and put them in one of the boxes

partners	chartered	accountants	technician	motivated
extremely	enthusiastic	colleagues	supervisors	willing
eager	skills	positive	cheerful	popular
workmates	rely	judgement	professional	achieved
regret	reliable	trustworthy	personal	attendance
hesitation	records	timekeeping	sector	recommending

Seen before and know their meaning	Seen before but don't know their meaning	Never seen before

**For discussion:**

- If you were Mr Shanahan how would you react to Fiona's resignation?
- Would you be anxious to keep her in your company? Why?
- Do you think Fiona is an unusual employee?
- What is her best personal quality?
- What would you do to encourage her to stay?