

A MEMO



- Is a message sent out to large groups of people within a company or institution.
- It is simply a way to disseminate information or make announcements regarding the operations of a company, department, or institution.
- There's no right number of paragraphs for a memo, though three is a good number to start with.

Chapter - 3: Memorandum

- The word 'memo' is an abbreviation of 'memorandum' (meaning 'reminder')
- A memorandum is a written message or information from one person or department to another in the same business. It is less formal than a letter.
- Memos are often used to:
 - ✓ Inform others about a new or changed policy, procedures, organizational details
 - ✓ Announce meetings, events
 - ✓ Present decisions, directives, proposals, briefings
 - ✓ Transmit documents (internal)
 - ✓ Memos help to bring attention to problems and they solve problems.
 - ✓ Memos are concise, they use brief sentences, and paragraphs
 - ✓ They are direct to the point

Format of Memo

MEMORANDUM	
TO:	
FROM:	
DATE:	
SUBJECT:	
(BODY).....	
.....	
.....	
.....	
Name in short	
CC	
Attachment	

Sample

MEMO

TO: All Staff
FROM: Ravi Chitrakar, General Manager
Date: May 10, 2018
Subject: Participating in upcoming book fair

Our company will be participating in the Nepal Education and Book Fair 2018, from May 15 to 22 at Bhrikuti Mandap, Exhibition Hall, Kathmandu. We will set up our stall in the early morning of May 10 and we will be involved in this big event in a big way this year.

Except for some staff in the sales department, everyone has been assigned specific tasks at the fair. They should report directly to our stall at Bhrikuti Mandap during the period of the fair.

Please review the attachment for your role in the fair.

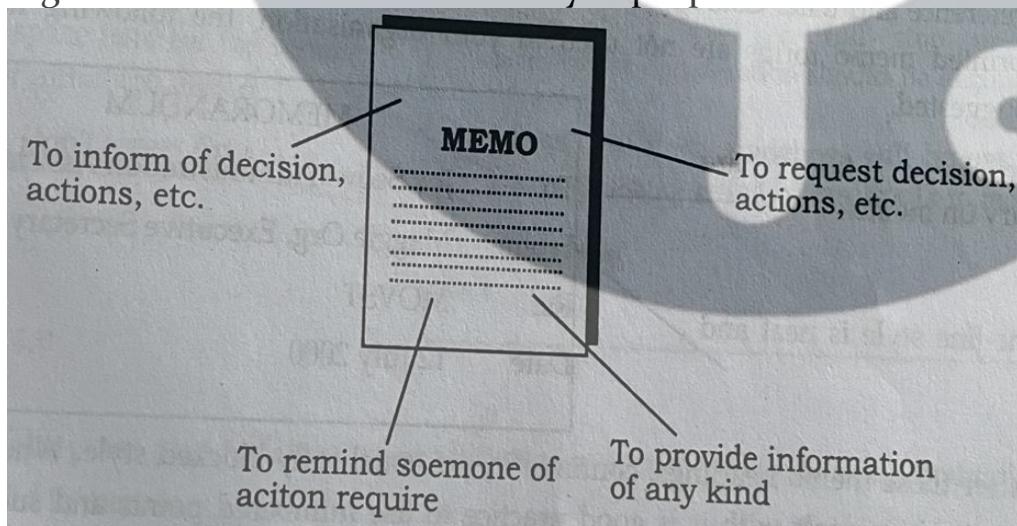
rc

CC: Staff members

Attachment: Book fair task for individual staff

WHY MEMOS?

The memorandum (plural memoranda) affectionately called 'memo', is a written communication from one person to another (or a group of people) within the same organization. Memos serve a variety of purposes.



Just as letterheaded paper is used for letters, many organizations use pre-printed stationery for memos

IMPORTANT:

- Memo headings should show the details of sender, recipients, reference and date.
- Courtesy titles (Mr/Mrs/ Miss/Ms) are not necessary.
- Heading

MEMORANDUM

To Joy Seow. Administration Assistant
From Maggie Org. Executive Secretary
Ref. MOVST
Date 18 December 2022

- After these memo headings, continue in the usual fully-blocked style.
- For more than one topic, use numbered points and subheadings.
- Do not use a salutation and complimentary close.
- Sign on the procedure adopted within individual organization.

Use these standard headings
and align all the details neatly

Don't forget Ref. & date

Leave 3-4 spaces after
heading.

Separate the body into
paragraphs using
numbered points and
sub-headings if relevant.

No complimentary close is
necessary

Leave a space here for the
sender to sign or initial the
memo

Don't forget Encls

MEMORANDUM
To Joy Seow. Administration Assistant
From Maggie Org. Executive Secretary
Ref. MOVST
Date 18 December 2022

In-House Methods of Display

Congratulations on recently joining the staff in the chief executive office. Here are some general guidelines on the formal of correspondence preferred in this office.

1. Layout of Documents

All documents should be displayed in the fully blocked style with open punctuation. Some specimen documents are attached which will guide you in these requirements.

2. Signature Block (Letters)

On outgoing letters the Chief Executive prefers his name and site in lower case with initial capitals.

Peter Num

Chief Executive

On some personal letters no salutation Or complimentary close will be required but Mr Num will usually give instruction about this.

3. Numbered Items

When items need to be numbered they should be typed stone with no full stop or bracket. Subsequent enumeration should be decimal e.g. 3.1
3.2 etc.

I hope that these guidelines will be useful but if you have any questions please speak to me.

Maggie Org
Encls

STRUCTURE

The four-point plan for structuring all business documents (see page 85) should also be applied to memos.

Subject heading

Give a brief indication of the topic.

- Confirmation of meeting
- Departmental meeting, 20 June
- Letter of complaint
- Viva camera model X345

Main body of memo

Introduction Background information:

- + briefly give the reason for writing
- + refer to previous communication
- + who? what? where? when?

Details

Facts and figures:

- + logical sequence
- + separate into paragraphs – each one dealing with a separate aspect of the main theme

Response

An action statement:

- + action you want the reader to take
- + action you will take
- + deadline?

Close

A relevant one-liner

TONE

As you most likely know your recipients fairly well, memos are usually written in an informal style. You should aim to put over your message as concisely as possible while still being courteous, clear, concise and correct. The major consideration in composing memos should be the status of the sender and recipient in the organisation, and of course the topic of the memo. Try to adopt a tone that reflects these factors.

Use Lists And Bullets

- ❖ List items using numbers, letters, or bullets.
- ❖ For a lot of points, use numbers.
- ❖ For a simple list of names or words, use bullets.
- ❖ **Why use lists?**
 - They help you to organize your thoughts and your points.
 - They help focus your reader's attention on important points.
 - They help readers find your key points.
 - They help to simplify detailed or complicated topics.
 - They simplify the skimming process for busy readers.
 - They enhance visual impact.

Make sure you introduce your list appropriately so that your reader knows what to expect. Here are some examples.

Example 1 Be sure that all your list items are parallel in structure. In this example, every point in the list needs to follow the word 'by'.

You can improve your business writing by:

1. adopting a friendly, conversational writing style
2. reading your message out loud to check the tone
3. keeping to the point and staying focused
4. organizing your points carefully with my four-point plan
5. using language that the reader will understand

Example 2 Here is a simple list of bullet points. Here all points begin with a verb, to follow the word 'to'.

When writing a letter of complaint about something you have bought, remember to:

1. describe the item that you bought
2. say where and when you bought the item
3. explain what is wrong and any action you have already taken
4. mention names of anyone you have spoken to and what was discussed
5. state what you expect to be done to rectify the situation.

Example 3 Use sub-headings as a brief cue for readers about what follows. Headings and subheadings help the reader by fulfilling several functions:

- **Connection** Headings are a visual indication of shifts from one topic to the next. They help readers focus and see the relationship between each section.
- **Attention** Informative headings grab the reader's attention. They also make it easier for readers to find the parts they need to refer to (or indeed skip).
- **Organization** Headings show the reader at a glance how the information is organized. They sort related information together, and they arrange all the facts into short sections.

Too many different typefaces will confuse the reader.
Visual aids will help to grab the reader's attention.
Using illustrations or figures will add life to your text.
There are a number of pre-programmed charts on most computers that will help you display special information.

Remember

Avoid being abrupt or impolite (add 'Please ...')
Avoid over-politeness (do not say 'I should be very grateful ...')
Avoid unnecessary expressions (do not say 'Thank you' or 'Kind regards').

MEMOS- Key points to Remember

1. Make a plan first before writing memos. Group your points together in a logical order.
2. Remember my four point plan so that you draft your message in a logical structure.
3. Use simple, clear language that the reader will understand.
4. Give your memo an appropriate subject heading.
5. Adopt a tone that reflects the status of the sender and the reader as well as the topic of the memo.
6. Use a variety of presentation methods to enhance the display of your message.
7. Use lists and bullets where appropriate.
8. Avoid unnecessary expressions like 'Thank you' and 'Regards'
9. Do not include a salutation or complimentary close on memos.
10. Sign your memo in the usual way.

a-z of bloopers and blunders, common errors and clichés: I, J

In fact

This is a two-word phrase, just like 'in spite' and 'a lot'. They should not be written as one word.

In order to

This is an old-fashioned wordy phrase that can easily be shortened by removing the first two words. Just say '**to**'.

In the event that

These four words can easily be reduced to one word - '**if**'.

In view of the fact that

Six words that can easily be reduced to one - '**as**', '**since**' or '**because**'.

Investigate/ investigation

Investigate means to look into. We therefore do not follow either of these words with **into**. For example:

Please investigate this matter and let me have your comments.

-ise or -ize

Many words end in this suffix. Be consistent in your use. **-ise** is often used in British English, **-ize** in American English.

NB: There are, however, some words that must end in -ise whichever spelling convention you follow. Here are just a few:

- arise
- comprise
- compromise
- disguise
- surprise
- Supervise

Its/it's

It's is written with an apostrophe only when it is a contraction for '**It is**'. For example:
It's very funny when you see a little puppy chasing its tail.

I am writing to inform you

Six words that we can cut out of our writing. Come straight to the point and cut out unnecessary clichés like this from your writing. Other useless phrases include:

"Please be informed that", "Please be advised that", "I wish to inform you that".

IN THE BIN: I, J

I am of the opinion that

I would like to say

in all honesty

in due course

in many instances

in the final analysis

in this connection

in total

in view of the fact that

intrinsically

it goes without saying

Help Yourself

Identify and correct the errors in these sentences.

1. Remember to bring all the clothings you need for a winter holiday.

Ans: **Remember to bring all the clothing you need for a winter holiday**

2. When you speak to Iris, please remember to discuss about last month's sales.

Ans: **When you speak to Iris, please remember to discuss last month's sale**

3. Thank you for your letter dated on 27 July.

Ans: **Thank you for your letter dated 27 July.**

4. All the furnitures need to be covered when we decorate tomorrow.

Ans: **All the furniture need to be covered when we decorate tomorrow.**

5. Please ask Diana to emphasise on image when she talks to new staff.

Ans: **Please ask Diana to emphasise image when she talks to new staff.**

6 I get the MRT to work everyday, but John takes the bus.

Ans: **I get the MRT to work everyday, but John takes the train.**

7. Pass this form to Patrick and ask him to fill it up.

Ans: **Pass this form to Patrick and ask him to fill it in/out.**

8. I normally go to the gym everyday, however today I went straight home.

Ans: **I normally go to the gym everyday. However today I went straight home.**

9. I must read the new book in order to keep up-to-date with modern writing.

Ans: **I must read the new book to keep up-to-date with modern writing.**

10. Remember to buy some fish when you do your marketing later.

Ans: **Remember to buy some fish when you do your shopping later.**

MEETINGS

Business Meeting

Agreeing on the ground rules for the meeting:

- We will first hear a short report on each point.
 - I suggest we go round the table first.
 - Let's make sure we finish by noon.
 - I'd suggest we take a lunch break at noon.
 - There will be ten minutes for each presenter.
 - We'll have to keep each topic to 5 minutes.
- Otherwise we'll never get through.

What is Business Meeting?

Purposes of Business Meeting

- Making Decisions
- Exchanging Information
- Announcing Changes
- Negotiation
- Resolving Conflict
- Solving Problems
- Reviewing and Informing Progress
- Celebrating Success
- Interaction with External Stakeholders



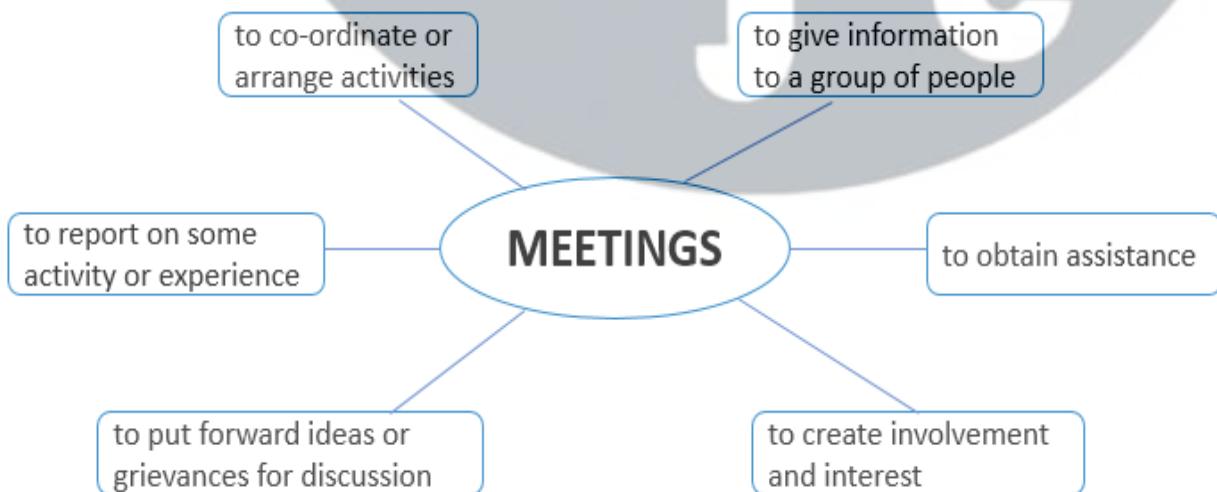
Chapter - 3: MEETING IN BUSINESS

- A meeting is a group communication in action around a defined agenda, at a set time, for an established duration, especially for formal discussion to reach in a decision.
- A business meeting is a gathering of two or more people for the purpose of making decisions or discussing company objectives and operations. Business meetings are generally conducted in person in an office, however with the rise of video conferencing technologies, participants can join a business meeting from anywhere.

MEETINGS IN BUSINESS

Many meetings take place in business and an effective meeting is an efficient tool in the communication process. Meetings enable face-to-face contact of a number of people at the same time. They provide a useful opportunity for sharing information, making suggestions and proposals, taking decision and obtaining instant feedback. Active participation of all members of the meeting is usually encouraged.

Meetings are used for a variety of purposes:



Remember



A report should be understandable, without the need to ask further questions, by someone with no specialised knowledge of the subject.

TYPES OF MEETING

1. Formal	2. Informal
a. Annual General Meeting (AGM) b. Statutory Meeting c. Board Meeting	a. Management Meeting b. Departmental Meeting c. Working parties



N.B. There should be the presence of minimum quorum to start certain types of formal meetings.

FORMAL MEETINGS

- *Annual General Meeting (AGM)*

AGMs are held once a year to assess the trading of the organization over the year. All shareholders are invited to attend the AGM but they must be given 21 days' notice.

- *Statutory meetings*

Statutory meetings are called so that the directors and shareholders can communicate and consider special reports. Companies are required by law to hold these statutory meetings.

- *Board meetings*

Board meetings are held as often as individual organisations require. They are attended by all directors and chaired by the chairman of the board.

INFORMAL MEETINGS

- *Management meetings*

These meetings are attended by a group of managers who may need to discuss a specific matter, report on progress or receive progress reports. For example, the marketing manager, sales manager, production manager and research and development manager may meet to discuss the launch of a new product being launched soon.

- *Departmental meetings*

These meetings are called by the head of department or manager of a certain section. All staff will be invited to attend so that information can be passed on or reports received from some members of staff regarding a specific project.

- *Working parties*

Working parties may be set up to work together on a specific project or problem. At meetings, progress reports will be given and decisions for further action taken.

ATTENDING MEETINGS:

Ways to make Meeting Effective :

1. understand the purpose of the meeting as well as your role and what is expected from you,
2. read all the papers in advance, be prepared for the discussion,
3. be present in the meeting, both physically and mentally, pay your active participation,
4. listen to every voice, feel free to express your agreements and disagreements with constructive feedbacks,
5. watch for others' body language, gesture, eye contacts, movements, nuances (सूक्ष्म अंतर) and all the unique subtleties happening around in the table.

Remember



The success of meeting depends largely on its leader. If the leader is well prepared, and if the members have been chosen carefully, the meeting should be productive.

Preparing for the Meeting

Clarify your Purpose



Select Participation



Deciding How and Where to Meet



Meeting Location, Time and Materials



Set the Agenda and Notice

NOTICE AND AGENDA

The success of a meeting depends on a variety of essential preparations. An important one is to ensure that all the documentation is dealt with efficiently. The notice and agenda are usually combined in one document. The portion at the top is known as the notice. This gives details of the type, place, day, date and time of the meeting.

The agenda is the middle portion of the document. This is the list of topics to be discussed at the meeting. On the example shown here note that the first three and final two items are known as *ordinary business*. These are items which will be included on every meeting agenda. After the opening items of ordinary business there will be a list of *special business* – these are special matters to be discussed at this meeting only.

NOTICE

- A notice is a very short piece of writing informing a large number of people about something.
- A notice is like a circular placed in publicly visible place for all concerned people to see it.
- It is usually formal in style, concise and eye-catching.
- Individuals and organizations use it to announce events and celebrations.
- They are used to make appeals, to extend invitations, or to issue public instructions.

NOTICE FORMAT

HEAD

- Source of the notice
- Date
- Notice identifier
- Title of notice/subject

BODY

- Main content

TAIL

- Contact details

SAMPLE

	 <p>KATHFORD INTERNATIONAL COLLEGE OF ENGINEERING & MANAGEMENT AFFILIATED TO Balkumari, Lalitpur TRIBHUVAN UNIVERSITY</p> <p>Email: info@kathford.edu.np Phone: 01-5186046</p>
HEAD DATE NOTICE IDENTIFIER TITLE OF NOTICE/SUBJECT BODY MAIN CONTENT TAIL CONTACT DETAILS	<p>NOTICE</p> <p>Subject: <i>Call for a meeting.</i></p> <p>This is to notify/Notice is hereby given that/It is notified that the regular monthly staff meeting of our college has been scheduled for..... All the teaching and non-teaching staffs are requested to attend the meeting as per below mentioned schedule.</p> <p>Date: Time: Venue: Agenda (Optional) 1. 2.</p> <p style="text-align: right;">Principal</p>

AGENDA SAMPLE

<p>Company name and committee name</p> <p>Notice states place, day, date and time of meeting</p> <p>Use the heading AGENDA</p> <p>These three items of ordinary business are included on every agenda (some committees will also include 'Correspondence')</p> <p>Special business is listed separately (any official reports come first)</p> <p>Finish all agendas with these final two items of ordinary business</p> <p>Don't forget reference and date</p>	<p>AURORA HOLDINGS plc SOCIAL CLUB</p> <p>A meeting of the Sports and Social Club will be held in the Conference Suite A on Friday 14 May 200- at 1800</p> <p>AGENDA</p> <p>1 Apologies for absence 2 Minutes of last meeting 3 Matters arising 4 Chairman's Report 5 Football Results and Matches (Frank Jones) 6 New Keep-Fit Classes (Carol Chen) 7 Purchase of Tennis Equipment (Aileen Forester) 8 Annual Dinner and Dance 9 Any other business 10 Date of next meeting</p> <p>CE/ST 7 May 200-</p>
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ROLE OF CHAIR (PERSON)

The role of the chairperson is to **provide leadership**, they must be an effective strategist and a good networker. The Chairperson is responsible for making sure that each meeting is planned effectively, conducted according to the constitution and that matters are dealt with in an orderly, efficient manner.

Before any meeting, a chairperson must:

- Identify and invite the appropriate participants
- Familiarize themselves with any relevant history of previous meetings
- Construct aims for the meeting
- Conceptualize a framework for addressing issues coming to and arising from the meeting
- Clarify roles of participants
- Gather and circulate well ahead of time any pertinent existing data
- Prepare meeting logistic (place, time, and resources)
- Draft and circulate an agenda

MINUTES OF MEETING

WHAT ARE MEETING MINUTES?



- ❖ Minutes of Meeting describe specify what was discussed and decided in a meeting.
- ❖ permanent record of the meeting for future reference.
- ❖ Include an overview of the structure of the meeting.

Summit S Bank

Things to include writing meeting minutes

- 1-Date and time of the meeting
- 2 Names of the participants
- 3 Purpose of the meeting
- 4 Agenda items and topics discussed
- 5 Action items
- 6 Next meeting date and place
- 7 Documents to be included in the report

MINUTES OF A MEETING

1. This is a Committee Document.
2. At a meeting, the Secretary takes notes that form the basis of the Minutes.
3. Minutes should be brief and give a clear and accurate record of proceedings and decisions taken at the meeting.
4. Minutes follow the items listed in the Agenda.
5. Minutes should be FACTUAL and free from comment
6. Minutes are signed and dated by the Chairperson upon completion and approval.

What is the purpose of meeting minutes?

- Meeting minutes provide a historical record of the company's discussions, decisions, and long-term planning. Participants have the ability to use the meeting minutes as a record for future reference, to understand what kinds of progression has taken place.
- On the other hand, minutes can be referenced by individuals who didn't attend the meeting, but need to be informed about the decisions and next steps.

Why are meeting minutes important?

- Meeting minutes serve as proof of *why* and *how* a company came to certain decisions. This can be helpful in answering any questions that arise in reference to decisions that have been made or the discussions that were held.

7 things that should be included when writing meeting minutes

- 1 Date and time of the meeting
- 2 Names of the participants
- 3 Purpose of the meeting
- 4 Agenda items and topics discussed
- 5 Key decisions and action items
- 6 Next meeting date and place
- 7 Documents to be included in the report

Meeting Minutes

2pm | Friday, May 1st, 2019

ATTENDEES:	Lauren, Peter, Evan, and Brandy
LOCATION:	Marble Hall
GOAL:	Primary focus is preparing for winter break plans and nanny availability

Discussion Notes

- Upcoming holiday breaks include Thanksgiving, Christmas, and New Years
- Encourage nannies to post most up-to-date availability
- Work with families to secure important dates as soon as they come up
- Prepping holiday party and opening up discussion for theme
- Evan presented client list eligible for holiday gifts (shared on Drive)
- Lauren distributed local philanthropies, set to cast vote on one via email next week

Adjournment at 4PM

Next meeting scheduled for 2PM June 1st, 2021

SAMPLE

**Ghorai Eco-Club
Ghorai Sub-metropolitan City- 18
Ph. No: 00977-562666
Fax: 26-34-70076
www.ghoraiechoclub.com**

Date:

The monthly meeting of the members of Ghorai Eco-Club was held at Club's Meeting Hall under the chairpersonship of Mr. Deepak Chaudhary to discuss and decide on the following agenda.

Present:

1. Mr. Deepak Chaudhary-President
2. Ms. Shanti K.C.- Treasurer
3. Mr. Damu Thapa- member
4. Ms. Bimla Gurung- Member
5. Mr. Santosh Regmi-Member
6. Sita Joshi- Member
7. Mr. Damu Thapa- Sectetary

Agenda:

1. Training program
2. Youth participation
3. Publishing newsletter
4. Web blog
5. Celebrating Environment Day
6. Miscellaneous

Decisions

- 1 The meeting decided to conduct a week long training on vocational skills from June 5th
- 2 It was decided to mobilize the local youth in environmental conservation activities.
3. An editorial board was formed to publish an Eco-club news letter.
4. It was decided to open a web blog of the club to keep its activities up to date.
5. It was decided to celebrate World Environment Day in grand manner.
6. The meeting decided to start innovative talent hunt program in near future.

Closing signature:

MEETINGS- KEY POINTS TO REMEMBER

1. A notice and agenda is sent out to give all members advance notice of the purpose, date, time and venue of a meeting.
2. An agenda is a list of topics to be discussed at a meeting.
3. The agenda should have ordinary business at the beginning and the end – business that is discussed at every meeting.
4. Special business will be included in the central section of the agenda – business that is unique to each meeting.
5. The Chairman may have a special agenda with extra notes to help him manage the meeting.
6. Minutes are a record of a meeting and they are essential for everyone who attended as well as those who were absent.
- 7.. Minutes may be presented in different formats depending on the preference of each company.
- 8 It is usual to include an ‘Action’ column stating who is responsible for dealing with each item.
9. The same headings should appear on the minutes as on the agenda.
10. Write minutes in past tense and third person using reported speech.

A-Z OF BLOOPERS AND BLUNDERS, COMMON ERRORS AND CLICHÉS: M

Marketing

In standard English the word ‘marketing’ is used to describe what companies do when they promote a product. It is not used to describe what we do when we go to the market or supermarket. For example:

My mother does her shopping in Carre Four.

My aunt went to the market to do some shopping.

A lot of money is spent on marketing new products.

Mention

Mention and *mentioned* are not followed by the word about (same as *discuss* and *discussed*).

For example:

The teacher mentioned that next Monday is a public holiday.

Myself/I/Me

These words are often misused. Note the correct uses:

Please call John or me/not me if you have any queries.

(NB: You would not say *Please call I ...*) Ronald and I will be attending the exhibition.

IN THE BIN: K, L

may be

more or less

Reports

Chapter - 3: Reports

- A report is a paper, article, announcement, or similar account that contains detailed information that someone has gathered through observation, study, or other research.
- Generally, reports are written by specialists to specialist audience.
- A report is a document that presents information in an organized format for a specific audience and purpose. Complete reports are almost always in the form of written documents.
- They include detailed information on a topic or issues. Typically, they include findings from research. They may be useful for senior managers or officers to make decisions.

TYPES OF REPORT

Many reports are written in business. They are a very important method of gaining and giving information. Although many reports are presented orally, for example at a meeting, reports are usually presented in writing.

Examples of some reports submitted in business follow.

Routine reports (Regular)

- representatives' reports on sales visits
- managers' reports on the work of their departments
- equipment and maintenance report
- progress report
- safety report
 - accident report.

Special reports

- reports written in response to requests for specific information
- reports made on a special topic after research and investigation
- report regarding a change of policy

- market research report.

- **Purpose of Report**

- To provide foundation for decision to be made and action taken.



IMPORTANT:

Whatever their purpose and length, all reports require the following special writing skills

1. The ability record facts clearly and objectively,
2. The ability to interpret information and make conclusion,
3. The ability to present suggestions on ways in which a situation may be improved.

Formal Reports

Formal reports are usually written by a committee or group of people after fairly detailed investigation or research. They are often presented under the following prescribed series of headings:

Headings

There should be two headings to a report: the name of the company; the report heading (Report on ...).

Terms of reference

This section should state exactly why the report is being written. Why are you writing the report? What was requested? Who requested it? When were you asked to do it? A useful pattern for this section is:

To report on ... (subject) ... as requested by ... (name and title) on ... (date) ...

Procedure

Give a brief description of the methods used to collect the information. Perhaps interviews were held, visits made, questionnaires issued? Use numbered points if appropriate.

Findings

This will be the longest section of the report. Go through the procedure point by point and use numbers and sub-headings for this section. Under each heading state what information was gathered at each stage.

Conclusions

No new facts must be introduced in this section. You must look at the findings and state the logical implications of them. What can you infer or conclude from the findings?

Recommendations (if requested)

Again no new facts must be introduced here. On the basis of information presented in Findings and Conclusions, make some suggestions for action. Remember that the writer of a report cannot make decisions – he or she can only suggest what action should be taken.

Closing section

A report should be signed and there should be a name and title shown at the foot, plus the date the report was written.

Company's name and report title (be specific)

Who asked for the report?

What was requested?

When was it requested?

List the steps taken to gather the information (past tense).

Present the information obtained through each step mentioned in 'Procedure'

Use numbered points and sub- headings for clarity

AURORA HOLDINGS REPORT ON COMPLAINTS ABOUT POOR SERVICE AND FOOD PROVIDED IN THE STAFF RESTAURANT

TERMS OF REFERENCE

To investigate complaints about poor service and food provided in the staff restaurant and to make recommendations, as requested by Mr Michael Lee, Administration Director, on 14 April 200-

PROCEDURE

1. An interview was held with Mrs Alice Newton, Restaurant Manageress, on 15 April.
2. Interviews were held with a cross-section of staff (48) who used the restaurant between 15 and 20 April.

FINDINGS

1. INTERVIEW WITH RESTAURANT MANAGERESS

1.1 STAFFING

Mrs Newton has 3 full-time assistants. The youngest, Miss Lily Ng, attends day-release classes at South point College on Monday, Wednesday and Friday each week. She works 1400-1700 on those days.

1.2 EQUIPMENT

A schedule of current equipment and their year of purchase is attached. No problems were reported. However Mrs Newton said that additional equipment would be useful:

- 1 Microwave oven
- 1 slow cooker
- 1 nice cooker

2. INTERVIEWS WITH STAFF

20 staff from the 1200-1300 lunch sitting were interviewed, and 28 from the 1300-1400 sitting.

2.1 CHOICE

The food available is shown on the attached schedule. 60% of the staff interviewed said they would prefer some cold meals to be provided. They said they may make alternative lunch arrangements if the variety did not improve.

2.2 QUEUEING

70% of staff took lunch from 1200 to 1300 hours as opposed to 30% from 1300 to 1400. This resulted in large queues forming at the first lunch sitting.

CONCLUSIONS

1. There are insufficient assistants to cope with the preparation of food in the morning and with the popular first lunch sitting.
2. The present equipment is insufficient.
3. The selection of meals is not wide enough to cater for staff requirements.
4. The ratio of staff to each sitting is not balanced.

RECOMMENDATIONS

1. A new assistant should be recruited to work 0900-1400 hours on Monday, Wednesday and Friday.
2. Mrs Newton should be asked to look into prices and availability of the new equipment required.
3. Mrs. Newton should be asked to devise some new dishes which also include cold choices.
4. The number of staff attending each sitting should be reviewed so that a more even balance can be achieved.

TAN LAY HONG (Miss)

Business Administration Officer

MLith

24 April 200-

Include the page number at the top left margin

What are the logical implications from the 'Findings'?

What action do you suggest should be taken, based on Findings and Conclusions?

REMEMBER:

Reports should be objective, impersonal and factual. Write in full sentences using third person and reported speech. Do not use I/We/You.

Leave a space for the writer to sign'

Name and title of writer

Reference and date

REPORT ON THE EFFECT OF PUBG BAN IN NEPAL

TERMS OF REPERENCE:

To investigate the views and reaction of the Player's Unknown Battleground (PUBG) players on the Ban.

Procedure:

1. Oral questionnaires were given on the streets to the random pedestrians, in the towns of Kathmandu.
2. An interview was conducted with the spokesperson of District Court, Kathmandu and Central Investigation Bureau (CIB).

Findings:

After the questionnaires and interviews via different media we found the following

1. Reason for the Ban

Some people believed that the game was putting negative impacts of teenagers' and youths' mind. While the others urged that it was out of copying the implementations by the Indian Government. Majority believed that the ban is impractical, irrational and against the norms of the constitution. People are asking for the conduction of proper research before implementing any law/ rule. Meanwhile the district court and the CIB claimed that they'd received several complaints and reports against game.

2. Popularity of the Game

It was found that the game was very popular among the youths, especially the college goers and the employed ones as well. They played the game across various platforms such as mobile phone and tablets, PCs and gaming consoles. The game is equally popular among all genders.

3. Dissatisfaction

Social media is flooded with the protesting posts against the Ban. Those posts claim that the decision of the government is immature, irrational, autocratic and judgmental.

4. Conclusion

1. People are against the ban.
2. People want proper research from the government before any implementation.

Kharpan Baucha

Student

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Other formats for formal reports

It is sometimes felt that the format discussed above is suitable only for lengthy reports which stretch to many pages. Many writers are often uncomfortable with writing reports using this five-part structured format. The decision on how to present a report very often depends on the purpose of the report and the nature of the information it contains, also the preference of the writer. Look at these examples:

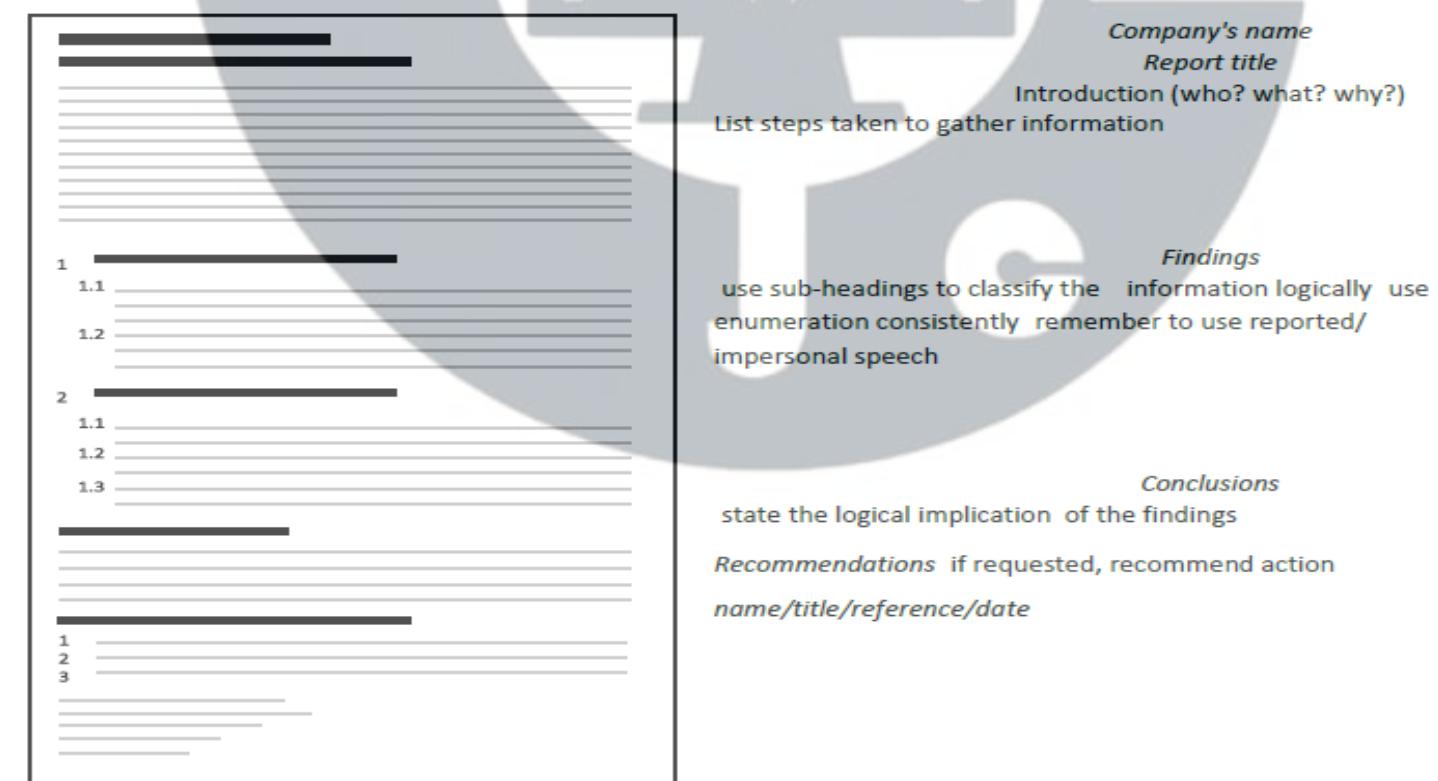
1 You are asked to discuss the arguments for and against a certain matter and make some recommendations:

- Introduction
- Advantages
- Disadvantages
- Conclusions
- Recommendations

2 You are asked to analyse some comment forms received from clients at a large hotel and make some recommendations

- Introduction
- Standard of service
- Facilities
- Eating places
- Conclusions
- Recommendations

The system of using a different structure and composing your own headings specific to the subject matter is illustrated here.



CHECKLIST FOR COMPILED REPORTS

1 State the facts

Reports set forward a series of facts obtained through study or investigation. Someone may be required to make a decision based on the information provided. Reports should be complete with nothing of relevance omitted and nothing irrelevant included.

2 Be objective

Keep your own opinions and preferences out of the report, unless they have been requested. Instead, you must act like a camera, impartially recording only what it sees.

3 Be logical

Classify the findings under headings and sub-headings, using numbered points. How you classify the material will depend on your brief and the subject matter.

4 Be consistent

Make sure all sentences in a series consistently follow the same grammatical pattern. Similarly, make sure that you use the same spacing throughout the report and that the headings and sub-headings are presented consistently. Attention to these points will make your report clear and will give a good impression.

5 Be concise

Avoid long explanations and keep to the point. Check that all the information is accurate and all the reasoning valid.

6 Be clear

Use a simple, easy to read style and presentation which will help the reader to understand the content easily

Remember

A report should be understandable, without the need to ask further questions, by someone with no specialised knowledge of the subject.



Report Writing- Key points to Remember

- 1 Business reports help companies to make decisions and solve problems.
- 2 Proposals present ideas and persuade the reader to accept them.
- 3 Write reports in third person and reported speech.
- 4 Keep all the facts and information impartial and impersonal.
- 5 Use sub-headings to classify the information logically, breaking it down into logical sub-sections.
- 6 State the steps that were taken to collect the information at the beginning of your report.
- 7 Present conclusions based on the facts in the findings.

- 8** Suggest recommendations when they are requested.
- 9** Compose a covering memo when sending a free-standing report.
- 10** Remember that a report should be understandable by someone who has no prior knowledge of the subject.

A-Z of bloopers and blunders, common errors and clichés: K, L

Kindly

I was on an aeroplane recently when the stewardess announced, ‘Ladies and gentlemen, we will shortly be landing at Singapore Changi Airport. Please kindly return to your seat and fasten your seatbelt.’

‘Please’ and ‘Kindly’? We don’t need them both – and certainly never in the same sentence. ‘Kindly’ is definitely a great-grandfather word that we should not be using in the twenty-first century. Use ‘please’ instead. Avoid phrases like ‘I would be grateful if you would’ or ‘I should appreciate it if you could’. Just say ‘Please’.

Learnt/learned

Both are correct. ‘Learned’ is usually American English, while ‘learnt’ is British English. The same is true for burnt/burned, leant/leaned, spelt/spelled, spilt/spilled, spoilt/spoiled.

Luggage

Luggage is an uncountable noun. It should not be written as *luggages*. This word should be written with a singular verb. For example:

My luggage was lost when I flew to Bangkok recently.

The same goes for *baggage*, *equipment*, *information* and *furniture*. Can you think of more?

IN THE BIN: K, L

kind of

last but not least