Technical Report Writing

Section 3

Memo

Memorandum

Agenda

✓What is a memo.

✓Why do we write memo.

✓Memo's Sections.

✓Memo Writing Guidelines.

✓Technical Memo Example.

✓Practice

What is a memo

✓ A memo is :

- A hard-copy (sent on paper) document.
- Used for communicating inside an organization.
- Usually short

Why do we write memos

✓ E-mail is the most popular way to exchange information in organizations , You can use an e-mail message to collect information, respond to requests, or confirm decisions.

✓ When you need to communicate with colleagues or anyone else in your organization, send an e-mail message or printed memo.

✓ A memo is appropriate when you want to create a permanent or more formal record.

✓ Memos are useful in situations where e-mails or text messages are not suitable. For example, if you are sending an object, such as a book or a paper that needs to be signed, through internal office mail, you can use a memo as a covering note to explain what the receiver should do.

Memo's Sections

1. A 'To' section .
2. A 'From' section .
3. A 'Date' section.
4. A 'Subject' Heading.
5. The message.

"To" Section

- ✓ Section containing the name of the receiver. For informal memos, the receiver's given name; e.g. 'To: Andy' is enough.
- ✓ For more formal memos, use the receiver's full name.
- ✓ If the receiver is in another department, use the full name and the department name.
- ✓ It is usually not necessary to use Mr., Mrs., Miss or Ms unless the memo is very formal.

"From" Section

✓Section containing the name of the sender. For informal memos, the sender's other name; e.g. 'From: Bill' is enough.

✓For more formal memos, use the sender's full name.

✓If the receiver is in another department, use the full name and the department name.

✓It is usually not necessary to use Mr., Mrs., Miss or Ms unless the memo is very formal.

"Date" Section

4/1/2018

Jan. 4th **or** Apr. 1st ??!

✓USA date format: mm/dd/yyyy

✓UK date format: dd/mm/yyyy

✓To avoid confusion between the British and American date systems, write the month as a word or an abbreviation; e.g. 'January' or 'Jan'.

Guidelines for writing a good Memo

✓Follow all the six general guidelines.

✓Use an appropriate subject heading (abstract, precise and informative)

✓State the sender and receiver correctly.

✓Writing correct opening that attracts the reader's attention.

✓Follow techniques of presentation i.e. use lists and subheadings.

Guidelines for writing a good Memo (Cont.)

✓ Use a suitable style:
  - ✓ Avoid Casual vocabulary.
  - ✓ Avoid Abbreviations (ex: reps -> representative)
  - ✓ Avoid Contractions (ex: "I've")
  - ✓ Avoid personal language (ex: I, my,…)
  - ✓ Avoid Redundancy

Guidelines for writing a good Memo (Cont.)

✓Use a suitable tone:

- ✓Identify the type of communication and readership (subordinate, superior, peer).
- ✓Identify in the conclusion the purpose of correspondence (order, suggestion, request,)

Guidelines for writing a good Memo (Cont.)

✓You can follow one of these helping methods in expanding the outlines into the draft memo:

1. General to Specific.
2. Specific to General.
3. Decreasing order of importance. (ex: in ordering the advantages and disadvantages)
4. Increasing order of Importance

Technical Memo Example

Memo

To: Name(s) of recipients

From: Name of sender

Date: Month, day, year

Subject: Update on Phase Three testing

As we enter Phase Four of the testing, I wanted to provide a progress overview of the Phase Three testing.

The body of the memo might include two-four paragraphs outlining the purpose of the memo. If this is a longer memo, each paragraph will have a subhead to help guide the reader through the document.

Finally, the writer includes a **summary paragraph**, which features bullets highlighting the main points of each previous paragraph, and concludes the memo with a stated action required by the reader or writer.

Hands-on!

✓We want to write about a **Paper recycling idea** that we are going to propose to *the vice dean of the environmental affairs* along with a memo out of this idea.

✓We will use the Guidelines used in the first lecture along with the memo guidelines.

Step 1: Define the Purpose

✓ My purpose is to explain the advantages of the paper recycling project in the faculty so that the vice dean of the environmental affairs would be persuaded to establish such a project and all the necessary arrangements.

Step 2: Identify the Reader

✓My reader is Prof. Dr. ….. the faculty vice dean for the environmental affairs. He is interested in the useful projects in the faculty and he has many relationships in various fields.

Step 3: Gathering the ideas and generating of a draft list of ideas

- **Brainstorming**
    - ✓Need plastic containers for paper.
    - ✓Get some funds for faculty in return.
    - ✓Need to contact factories.
    - ✓Need means of transportation.
    - ✓Need some formal approvals.
    - ✓Need some ads.
    - ✓Who will pay for the process?
    - ✓Who will transport?
    - ✓Time taken to finish the process
    - ✓The income that will be obtained.

Step 4: Organizing the ideas by logically grouping them

✓ **Advantages of the Project:**
- ✓ Getting funds for the faculty.
- ✓ Helping students get rid of paper wastes in a useful way.
- ✓ Save the environment.

✓ **Project Needs**
- ✓ Paper containers.
- ✓ Transport containers.
- ✓ Make necessary contacts.
- ✓ Make necessary ads.
- ✓ Take necessary approvals.

Step 5: Write a Memo using the explained Guidelines

You have 10 minutes

Thank YOU ☺