MEMORANDUM

To                Kishor Thapa, Administration Assistant

From           Bhanu Sigdel, Executive Secretary

Ref              BS/KT

Date           September 7, 2020

IN-HOUSE METHODS OF DISPLAY

Congratulations on recently joining the staff in the Chief Executive’s office. Here are some general guidelines on the format 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.

1. SIGNATURE BLOCK (LETTERS)

On outgoing letters the Chief Executive prefers his name and title in lower case with initial capitals, ie

Kiran Sapkota

Chief Executive

On some personal letters, no salutation or complimentary close will be required, but Mr Sapkota will usually give instructions about this.

1. NUMBERED ITEMS

When items need to be numbered they should be typed alone with no full stop or bracket. Subsequent enumeration should be decimal, eg 3.1, 3.2, etc.

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

…………………………

Encs

STRUCTURE

Steps:

1. Memo headings
2. Subject heading
3. Main body of memo
   1. Introduction  (Background information: briefly give the reason for writing / refer to previous communication / who? What? Where? When?)
   2. Details  (Facts and figures: logical sequence / separate into paragraphs – each one dealing with a separate aspect of the main theme)
   3. Response  (An action statement: action you want the reader to take / action you will take / deadline?)
4. Close  (A relevant one-liner)

TONE

* Informal style
* Courteous, clear, concise, and correct message
* Simple words and sentences

                      USING LISTS AND BULLETS

* Items could be listed using numbers, letters, or bullets. If there are rather a lot of points, numbers are better—then it’s easy to refer to item number 3 or whatever. For a simple list of names or words, bullets are better.

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.

Identify and correct the errors in these sentences.

1. Remember to bring all the clothings you need for a winter holiday.
2. When you speak to Iris, please remember to discuss about last month’s sales.
3. Thank you for your letter dated on 27 July.
4. All the furnitures need to be covered when we decorate tomorrow.
5. Please ask Diana to emphasise on image when she talks to new staff.
6. I get the MRT to work everyday, but John takes the bus.
7. Pass this form to Patrick and ask him to fill it up.
8. 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.
10. Remember to buy some fish when you do your marketing later.

HOMEWORK

1. You are a senior technician working for Nepal Telecom. Many clients around Dillibazar have complained about the poor services in their mobile phone services. So, your manager has asked you to study the problem, and write about it in detail. Write a memo to the manager specifying the problems.