

The image shows the front cover of a spiral-bound notebook. The cover is a light beige or tan color with a fine, woven texture. A silver-colored metal spiral binding is visible along the left edge. The text "Chapter – Memos" and "D. Mehra" is printed in a bold, black, serif font, centered on the cover.

# **Chapter – Memos**

## **D. Mehra**

# Why Memos?

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- Communication within work place
- Can be used frequently
- Wide range of subject matter
- Less formal
- Represents your communication skills

# Different purposes

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- **Documentation** – for future reference – minutes of meeting
- **Cover/transmittal** – attached document
- **Confirmation** – to inform – meeting agenda, date, time – decisions to sell
- **Procedures** – how to do
- **Recommendations** – why? reasons to purchase new equipment – hire or fire – contract with new vendor

- **Possibilities** –possibility of changes in work place (buildings, new methods, increased staff)
- **Status** – Reporting – weekly – monthly, quarterly
- **Directive** – delegation of responsibility
- **Inquiry** – ask questions about procedures, assignments

# Criteria for effective memos

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- Criteria differs from co. to co.
- Within co. – differences in departments
- However – key elements
  - Memo ID lines
  - Introduction
  - Discussion
  - Conclusions
  - Audience recognition

# Memo ID line

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- Date : 19 January 2012
- To : Surya Iyer, Dept of Humanities
- From : Keith Mendez, Director-Projects
- Subject : Producing the *annoy-no-more* call screening machine.

**2. Introduction** – One or two introductory sentences - *what you want* – *why is the memo written*.

- *E.g. In the quality control meeting, I will like to get together again to determine if improvements have been made.*
- *E.g. As a follow-up to our phone conversation yesterday (23<sup>rd</sup> Feb 2012), I have met our VP regarding your suggestions. He'd like to meet you to discuss the following points:*

**3. Discussion** – main body of memo – Answer *reporter's questions* - who, why, where, when, how.

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- **Discuss the issue here – itemize if required or create tables**
- Don't – long paragraphs
- Dos - make it attractive – highlight key points
  - Itemization
  - Boldface
  - Headings
  - Tables
  - italics



- **E.g.**
- This year began with an increase, as we sold 4.5 million units in January compared to 3.7 in Jan 2005. In Feb we continued to improve with 4.6., compared with 3.6. for the same time in 2005. March was not so good, as we sold 4.3 against the March 2005 figure of 3.9. April was about the same with 4.2, compared to 3.8 for April 2005

E.g.

Comparative quarterly sales (in crores)			
	2005	2006	Increase/decrease
Jan	3.7	4.5	0.8+
Feb	3.6	4.6	1.0+
March	3.9	4.3	0.4+
April	3.8	4.2	0.4+

**4. Conclusion** – Future/next course of action. Close with a complementary or Directive close.

- **Complementary close** – complement – happy ending – motivates

- *E.g. if our quarterly sales continue to improve at this rate, we will double our sales target by 2015. Congratulations!*

- **Directive close** – End with directions or ‘next what’

*E.g. Next Wednesday (12/2/2012), Mr. Mehta will provide each of you with a timetable of events.*

**5. Audience** – *problem of audience in memos? If yes, why? Why not with external communication?*

- give full-form acronyms and abbreviations in brackets
- CIA (cash in advance)

## **6. Style – Clarity, conciseness and accessibility**

***E.g.** - We will have a meeting next Tuesday, Jan 11, 2012. Exert every effort to attend this meeting. Plan to make intelligent comments regarding the new quarter projections*

*- **E.g.** – Lets meet next Tuesday (Jan 11, 2012). Even if you are late, I'd appreciate your presence. By doing so you can have an opportunity to make an impact on the new quarter projections. I am looking forward to hearing your comments.*

**- Which one has a friendly, appealing, motivational tone?**

**- Golden rule - Write as you would like to be written to.**

A spiral-bound notebook with a brown cover and a cream-colored page. The spiral binding is on the left side. The page has a horizontal line near the top.

**7. Grammar** – Don't make grammatical mistakes

- Poor grammar – typographical errors – bad for your image

**8. Process remains** – Pre-writing, writing and re-writing