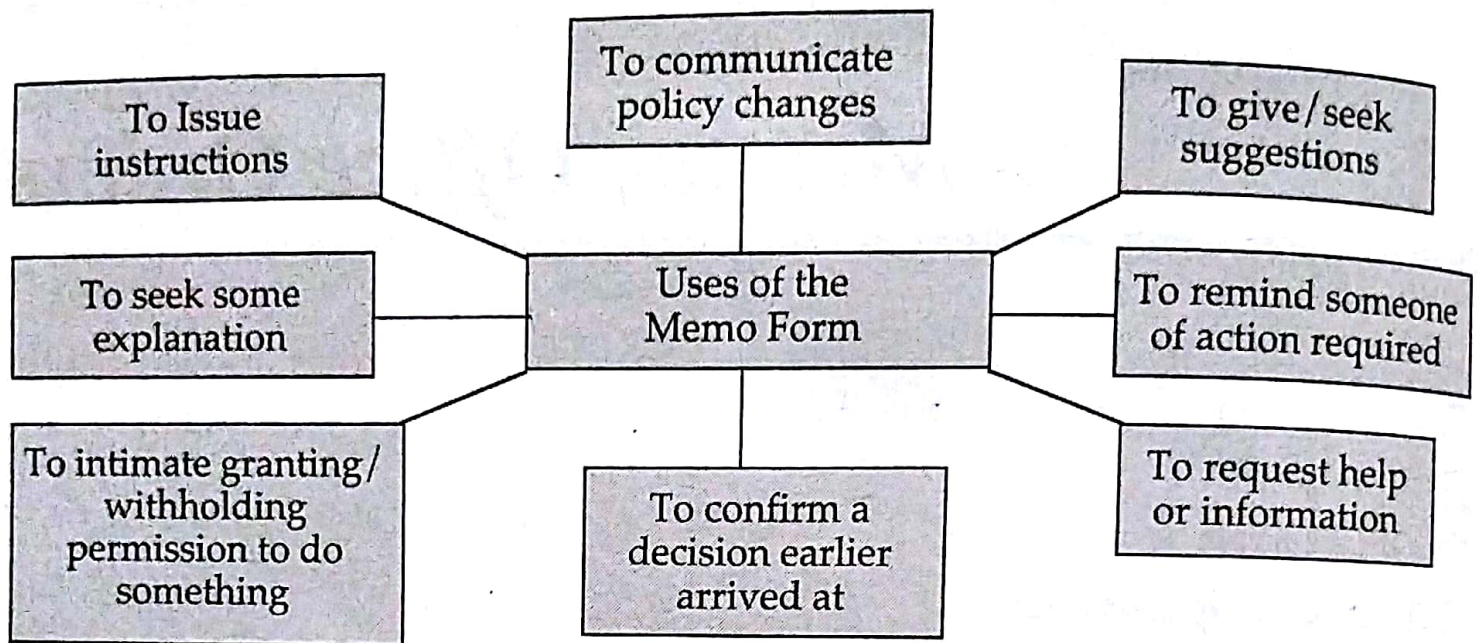


❑ Memorandums

Memorandum is more popularly known as *memo*. The literal meaning of the word *memorandum* is a note to assist the memory. *Memorandum* is singular in number. Its plural forms are *memorandums* or *memoranda*.

A memo is used for *internal communication* between executives and subordinates or between officers of the same level. It is *never sent outside the organisation*.

A memo can be used for the following purposes:



A memo is not appropriate if the matter is of a complex or serious nature involving lengthy discussion.

A memo can be filed for future reference.

• The Memo Format

The memo format is different from that of a letter. Since a memo moves from one department to another or from one employee to another, it is essential to write the name of the person sending the memo and the name of the recipient and the designation or department of both the persons. It must also have reference numbers.

The words 'From' and 'To' are invariably used in a memo. There is no salutation, and the writer's signature is put without writing the subscription or complimentary close.

The memo is properly dated, is written in a direct style, and is as brief as possible.

The tone of a memo need not be very formal. Nor should it be so informal that it loses all seriousness. The three factors to be kept in mind while considering the tone are:

1. Who is going to read the memo,
2. The subject-matter of the memo, and
3. The company house style.

A memo is not very different from a letter; only, a memo being used within the organisation, the formal aspects of the letter are dispensed with. But like a letter, it must be clear, concise, courteous, etc. Even in negative messages, courtesy should be observed as far as possible.

J.L. MORRION & SONS LTD.
INTER-OFFICE MEMO

Date :

No.....

To:

From :

Sub : _____

(1) _____

(2) _____

(3) _____

Copies to

.....

.....

Signature

(A Specimen of the Memo Format)

If more than one point are dealt with in a memo, it is usual to put them in separate paragraphs and to number the paragraphs. This practice ensures that the addressee responds to all the points made in a memo. However, dealing with a single point facilitates filing and future reference.

The actual memo format may vary from company to company.

● **Advantages of the Memo Form**

The memo form enjoys the following chief advantages:

- **It is very brief.** It is the no-frills communication. It includes nothing except the message in its *simplest* form.

- **It is convenient.** The chief notations at the top give details about the addressee, the writer, the subject and the date. The memo number is also there. Major area on the page is left free for the message, which can be typed, or hand-written.
- **It is inexpensive.** Since it is for use within the organisation, no expensive stationery need to be used for it. If computer facilities are available, computer memos on the monitor would be still cheaper.
- **It can be used for future reference.** Depending upon its importance, a memo can be destroyed after being read, or filed or stored on a computer disc for future reference.

☐ **Writing memos**

- Indicate the subject, date, name of the sender and the receiver.
- No courtesy titles required.
- Preferably discuss one subject.
- Divide the body into paragraphs.
- Use numbered points and sub-headings if relevant.
- Be brief but clear.
- Use the appropriate tone.

Example 1. A memo declining the grant of deputation to an employee still on probation.

NEW ERA ELECTRONICS (P) LTD

DELHI

Office Memorandum

To : Ajay Jain, Production Dept. Date: September 8, 20..

From : M.V. Iyer, Personnel Manager No. Pers/79/09

Sub. : Your application regarding joining JVG on deputation.

Refer to your letter dated 7th September, 20...

Joining JVG on deputation would have given you valuable exposure and experience, and I really wish I could write 'Yes' and sign.

But you are still on probation with us and there is a clearly laid down policy of sending on deputation only permanent employees.

Don't get disheartened, for many more opportunities are sure to come your way.

(M.V. Iyer)