

## Types of messages (Lecture 4)

Prepared By: Amna Naeem

### WRITING MEMORANDUM

Memos are used within organizations to communicate everything from routine details to complete proposals and reports.

Memos are often only a few short paragraphs, but they can be much longer, depending on their purpose.

Here are some typical uses of memos:

- To inform others about new or changed policy, procedures, organizational details
- To announce meetings, events, changes
- To transmit documents (internal).

#### Memorandum

DATE: March 18, 2013  
TO: Department Managers  
FROM: Safiyya Dev, Store Manager  
SUBJECT: Customer Service Excellence Nominations

Please submit your nominations for the quarterly Customer Service Excellence Award by April 8. Help us identify great employees!

Direct and concise opening states the purpose of the memo.

Do you have an employee whom you feel fortunate to have in your department? Does this employee show a positive and professional attitude when helping customers? Do you get frequent comments about this person's friendliness and helpfulness? Now, you have an opportunity to give this employee the recognition he or she deserves!

According to nominating criteria, nominees must . . .

Body paragraphs provide criteria that will enable the department managers to follow through on the request.

- demonstrate excellent customer service consistent with Variety Craft Supplies' policies;
- have worked at Variety Craft Supplies for at least six months;
- work 20 or more hours per week;
- not have received the Customer Service Excellence Award within the last year;
- have a record clear of oral and written warnings for the last six months; and
- have no work absences within the last six months.

The winner of the award will receive a framed certificate and a \$100 check.

A nominating form is attached. Please complete and return it to me by Monday, April 8. Thank you for your help in identifying and rewarding excellent customer service representatives.

Conclusion provides action information, deadline, and a courteous close.

**To:** Loading Dock Staff

**From:** Philip Yuen, Director of Shipping

**Date:** June 30, 2017

**Subject:** Update to Shipping Procedures

Due to some recent shipping issues, the Board has decided to update part of our shipping procedure. Whenever an order is ready to ship, please leave that order's shipping form in my office mailbox, and I'll return it to your station once I confirm everything is correct. Although this change will slow down our process a little, it will hopefully prevent further errors.

If you have any questions, please feel welcome to stop by my office. Thank you all for everything you do. Your hard work is appreciated.

## **ACTIVITY**

Write a memo on any one of the topics listed below. Follow the above explained format.

1. Informing employees about company policy or changes.
2. Providing an update about company printer.
3. Making an announcement about the company, such as an employee promotion or new hire
4. Reminding employees about a task that needs to be completed coming Friday