**BUSINESS LETTERS**

According to Oxford English Dictionary (8th edition), a letter is a message that is written down or printed on a paper and usually put in an envelope and send to somebody while business is an activity of making, buying, selling or supplying goods and services for money.

A business letter is a formal communication between people or organizations that are involved in exchange of goods and services for money. It is formal mainly due to the use of formal language. The language used should be friendly, but serious and respectful. Of course there are many other communications between people and companies for instance telephone conversations, email, meeting presentations and invoices. A business letter is the most powerful communication tool for providing structured and considered information in a formal way.

Writing a business letter is an important skill in all professional fields. Scientists, engineers, marketing professionals, economists, and lawyers usually write letters to vendors, clients, colleagues, or officials. A business letter is written for a variety of purposes or reasons such as;

* Apply for a job
* Seek information or opinion
* To confirm or place an order
* To sell products
* To make a complaint or respond to a complaint
* Express appreciation
* To offer information in response to an enquiry

A good business letter should have all the qualities of a good writing commonly known as C7. These include:]

* Completeness
* Clarity
* Correctness
* Conciseness
* Courtesy
* Candidness
* Concreteness

**THE APPEARANCE OF A BUSINESS LETTER**

There are certain standards of style and format that are generally followed for business letter:

1. Use plain paper ( 8̋ ×11)
2. Type your letter if possible (single spaced, leaving an extra line between paragraphs). Otherwise, front size should be between 10-12, write legibly using black or blue ink.
3. Center your letter on the page with equal margins, usually one inch, on all sides.
4. Use only one side of the paper. If you need a second page, leave a one inch margin at the bottom of the first page and carry over at least two lines to the second.
5. Avoid mark outs, erasures, or other careless marks. Check for typing errors and misspelling.

**THE PARTS OF A BUSINESS LETTER**

A business letter consists of the following essential parts:

1. The heading
2. Date
3. Reference
4. The inside address
5. The salutation
6. Subject line
7. The body of the letter
8. Complementary close
9. Signatures
10. Enclosures
11. Copies
12. **The heading**

The heading usually involves the postal address of the writer, city or region, and ZIP code. In modern times most of the companies or organizations use papers with a letter-head that contain the logo, postal address, telephone number, telegraphic address, email address, location and website. The logo is usually placed should at the center.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | ARUSHA TECHNICAL COLLEGE | | | |  |  |  | |  |  | | Tel.:027 2970056  Fax No: 027 254 8337  P. O. Box 296, Arusha, Tanzania | Junction of Moshi-Arusha and Nairobi Roads  Email: principal@atc.ac.tz  Website: <http://www.atc.ac.tz> | |

But if the paper without the letter-head is used, the heading should include the address as follows:

Rana Telecom Company, Rana Telecom Company,

P.O.Box 1989, OR P.O.Box 1989,

Arusha. Arusha.

The heading should appear either at the left or right hand margin, depending on the style chosen.

1. **Date**

Every business letter must have a date. It should appear just below the heading; either on the left or right-hand margin, depending on the chosen style.

The following are the most widely used methods of writing dates:

* November 10, 1975.
* 12th November, 1975.
* 12 November 1975.
* 12 Nov. 1975.
* 12/11/1975

For computer use the International Standards Organization (ISO) recommends writing the date all –numeric form, with the year first, followed by the month and date as 1975-06-12 or 19750612.

1. **The reference**

This part is optional in most of business letters. It helps in tracing the relevant file. It is placed above the inside address and below the date. The most common style of writing references involves capitals of the initials of the one who dictates (company or organization) and the one who types. Others add file numbers or contract numbers. Consider the following examples:

* Our Ref. No: ATC/CONT. ED
* Your Ref. No: ATC/PCB/2/94
* ATC/ RE/CQ/ 4(1)

1. **The inside address**

The inside address indicates the name and address of the person or organization you are writing to. If you are writing to a specific person, use a courtesy title (such as Mr., Ms., Mrs., or Miss.) or a professional title (such as Dr. or Professor) in front of the person’s name after the person’s name, include the person’s business or job title ( Managing Director or Admission officer) followed by the name and address of the organization.

All the following forms of inside address are correct and in general use:

1. To a specific individual in an organization.

Mr. Kan Kazamani,

Swala Telecom Company,

P. O. Box 000,

Arusha.

1. To a specific individual, giving his/her title or position.

Mrs. Kan Vitunguu,

P. O. Box 0000,

Assistant General Manager,

Rana Construction Company Ltd,

Arusha.

1. To an anonymous official in an organization.

Managing Director,

Tanzania Publishers Service Ltd,

P. O. Box 0001,

Chiyoda, Buguruni Road,

Arusha, Tanzania.

1. To an organization, to be opened by everyone.

Mikumi University Press,

P. O. Box 120,

Shekilango Road,

Dar es Salaam, Tanzania.

1. **The salutation**

The salutation is your greeting. If you are writing to a specific person, begin with Dear, followed by a courtesy title or a professional title and the person’s name. End the salutation with a colon **(:)**.

If you don’t have the name of a specific person , you can use a general salutation Dear Sir, Dear Madam, Dear Sir/Madam or Ladies and Gentlemen. You can also use a department or a position title, with or without the word Dear.

1. **The subject line**

A subject or reference line shows the subject matter of the letter; and thus helps the reader to know exactly at very first sight, what the letter is about. It should be typed in capital letters, a space below salutation.

It should be placed after the salutation above the body of the letter and in the middle of the page, it is either capitalized or underlined in some ways.It should have just a few words as possible. Consider the following examples;

* **TRANSFERING OF DATA FROM OLD SYSTEM INTO NEW SYSTEM**
* **APPLICATION FOR A JOB OF ELECTRICAL ENGINEERING**
* **APPOINTMENT FOR DISTRICT EXECUTIVE DIRECTOR**

1. **The body of the letter**

The body of the letter consists of the main message or information. The body of the business can be divided into a number of paragraphs.

The opening paragraph should introduce the subject matter, and if it is a reply, it should contain reference to previous correspondence. The opening paragraph should have the way for what is to follow. Write as you would talk, choosing a friendly, conversational sentence. Consider the following examples;

* As soon as we received your letter, we set about together the information required by you.
* We have good news for you. Your assignment has been dispatched.
* Sorry! It was our mistake and we apologize.

In the subsequent paragraphs different aspects of the subject matter are dealt with. They contain statements of the specific purpose of the letter.

In a closing paragraph make sure you leave the reader with a clear-cut thought or idea, which should lead to whatever action or response is desired. End with a direct statement. Let your concluding sentences mean something to the reader.

* Please confirm the delivery address and the payment schedule you wish to follow.
* Thank you, we appreciate your generous cooperation.
* Feel free to call us if you have any question or need more information.
* I am available for interview at your convenience.

Avoid the use of sympathetic, stale, or worn out phrases such as;

* Hoping to hear from you soon.
* Thanking you in advance.
* Expecting to receive your order.
* God bless you.

1. **Complimentary close**

It is a polite, formal way to end a letter. The complimentary close must be followed by a comma (,). It must also match with the salutation as follows in both American English (AmE) and British English (BrE) respectively;

|  |  |  |
| --- | --- | --- |
| Salutation | British English | American English |
| Dear Sir, Dear Madam, Dear Sir/Madam | Your faithfully | Very truly yours  Yours very truly |
| Dear Mr. ….., Mrs. …….., Ms. …….. | Your sincerely | Sincerely yours  Sincerely  yours |

1. **Signatures**

Normally the signature consists of three parts; the signature of the writer (hand written), the name and designation of person signing. Letter-writer’s name and job title are printed below the signature for clarity. For example;

1. Yours sincerely, (ii) Yours faithfully,

……………………… ……………………

Greg Nolanski Twaha Ally

Managing Director

It is very annoying to receive a letter signed with an indecipherable scrawl that might work out to be everyone. An eligible signature is a discourtesy.

1. **Enclosures**

When something is enclosed with the letter-such as a bill, cheque, copies of certificates, curriculum vitae (CV), or copy of another letter – attention should be called to it writing ‘’ Enclosure’’ or ‘’Enclosures’’ abbreviated as ‘’Encl’’ or ‘’Encls’’ on the left hand bottom corner of the letter. For example:

Encl: - Copy of birth certificate

* Copy of Certificate of Secondary Education (CSE)
* Curriculum Vitae (CV)

1. **Copies**

Copies abbreviated as ‘’cc’’ can be written on the left hand corner below enclosures when the writer sends copies to others to let them know what is going on.

Note: ‘’cc’’ originally stood for ‘’carbon copy’’. Since carbon paper is rarely used now, ‘’cc’’ has come to be known as ‘’courtesy copy’’.

Cc: Human Resource Officer

Head of department

**WRITING STYLES USED FOR BUSINESS LETTERS**

1. **Full blocked style**

This is a modern style and is the most commonly used one. Earlier, the ‘’indented’’ format was used for business letters, but as the result of word processing, the ‘’full blocked’’ format is the most commonly used one now, as it saves time setting up tabs and indents and the letter looks more neat and tidy. It has the following characteristics;

1. Every typed entries including the heading, date, inside address, salutation, subject line, the body, complimentary close and signatures begin at the left-hand margin, forming line down the page.
2. Paragraphs are not indented.
3. Efficient, business like and very popular

**A sample of full blocked style**

|  |
| --- |
| …………………………,  ……………1………….,  ……………………….  ……………2…………  ……………3…………  ………………………,  ……………4……….  ………………………,  ………………………  ……………5……….:  ………………………………………6……………………………………………………………………………………………………………  ……………………………………………………………………………………………………………………………………………………….  ……………………………………………………… ………………………………………………………………………………………………  ……………………………………………………………………………………………………………………………………………………….    ……………………………………………………………………………………………………………………………………………………….  ………………………………………………………………………………………………………………………………………………………  ……………………………………………………………………………………………………………………………………….................  ………………8………….,  ………………9………….  …………………………… |

1. **Modified block style**

This is similar to the full blocked style. It has the following characteristics;

1. The heading, date, complimentary close and signature are aligned along an imaginary line just to the right of the center of the page.
2. The other parts of the letter begin at the left hand margin.
3. All paragraphs of the body of the letter are indented.

**A sample of modified block style**

|  |
| --- |
| …………………………………….,  …………….1……………………,  ………………………………..  ……………2………………..  ……………..3……………….  ………………………………….,  ……………..4……………....,  ………………………………..  ………………5…………..:  ……………………….……………………………6………………………………………………………………<……………………...  …………………………………………………………………………………………………………………………………………  ………………………………………………………………………………………………………………………………………………..  ………………………………………………………………………………………………………………………………………………..  7  …………………………………………………………………………………………………………………………………………  ………………………………………………………………………………………………………………………………………………..  ………………………………………………………………………………………………………………………………………………..  ……………8……………  ……………9……………  ………………………….. |

1. **Full indented style**

This style has become old fashioned and is being replaced by other styles. This style is found cumbersome because of its numerous indentations. It has the following characteristics;

1. Each succeeding line in the heading and inside address is indented three (3) spaces to the right. For example;

The Executive Director,

The Amazon Trading Company Ltd,

P. O. Box 000,

Arusha.

1. Body paragraphs are five (5) spaces indented.
2. The date should start below the heading at the same vertical alignment as the first line of the heading.
3. Heading and date should be placed on the right-hand margin while the inside address and salutation should be placed at the left- hand margin below the date to bring a balance on the paper.
4. Salutation should appear at the same vertical alignment as the first line of the inside address.
5. Complimentary close and signature should appear at the right hand-hand margin.

**A sample of full indented style**

|  |
| --- |
| ………………………………..,  …………1………………..,  …………………………..  …………….2………………..  ………………...3……………….    ……………………………………,  ………………4……………….,  ……………………………….  …………………5………………..:  ………………………………………6……………………………………………………….  ………………………………………………………………………………………………………………………………………….  ………………………………………………………………..……………………………………………………………………………..  ……………………………………………………………………………………………………………………………………………....  7  …………………………………………………………………………………………………………………………………….…..  ……………………………………………………………………………………………………………………………………………….  ……………………………………………………………………………………………………………………………………………….  ……………..7………………….  ………………8……………  …………………………………… |

1. **Semi-indented style**

This is a modified version of the fully indented style. This style provides a neat and compact look because of the block form of heading and inside address. It has the following characteristics;

1. The heading and inside address do not have any indentation as in a blocked form.
2. The body of the letter paragraphs are few spaces indented.
3. Complimentary close and signature are typed evenly across the center of the typed line.

**A sample of semi-indented style**

|  |
| --- |
| **……………………..,**  **………..1…………..,**  **……………………….**  **…………2…………..**  **…………3…………**  **…………………….,**  **…………4………..,**  **……………………..**  **…………5…………:**  **………………………………….6……………………………………………………………..**  **…………………………………………………………………………………………………………………………………….**  **…………………………………………………………………………………………………………………………………….……**  **………………………………………………………………………………………………………………………………………....**  **7**  **……………………………………………………………………………………………………………………………………..**  **……………………………………………………………………………………………………………………………….…………. …………………………………………………………………………………………………………………………………………..**  **…………..7………….**  **……………8…………**  **………………………..** |

**TYPES OF BUSINESS LETTERS**

1. **LETTER OF APPLICATION**

The purpose of an application letter is to provide a possible employer or a selection committee with information that will convince them that you are a good candidate for a position. The position you are applying to may be a membership in an organization, a scholarship, a job, or a similar type of position.

Remember the following points when you write a letter of application:

1. Identify the job or position you are applying for. Tell how you have heard about it.
2. Depending on the position, you might include;

* Academic qualifications.
* Age, gender and marital status.
* Experience; or your activities, awards, and honors.
* Personal qualities or characteristics that make you a good choice for the position.
* The date and time you are available.

1. Offer to provide references. Your references should include two or three responsible adults who have agreed to recommend you. Be prepared to supply their addresses and phone numbers.

**The following are examples of application letters.**

|  |
| --- |
| Agape Society,  P. O. Box 1989,  Sumbawanga.  August 13, 1989.  Managing director,  XYZ Power Machine Tools,  P. O. Box 82301,  89 Mkwajuni Street,  Dar es Salaam.  Dear Sir/Madam:  **APPLICATION FOR A POSTION OF MECHANICAL ENGINEER**  Please consider me an applicant for the mechanic position as advertised on Daily News of August 10, 1989.  I am a recent graduate of university of Dar es Salaam. My course of study included mechanical and electrical engineering. I had experience with most types of modern mechanical equipment. Last year I worked at Coca cola Kwanza plant, repairing all types of machinery from production machines to car engines.  I will be glad to supply you with names of references who can tell you about my qualifications for this position.  I am available for a personal interview at your convenience.  Yours faithfully,  ***J argon***  Juma Argon |

1. **REQUEST OR ORDER LETTER**

A request letter asks information about a product or service or to request sample materials. For example you might write a college to request for a course catalogue, or a body of tourism for a list of tourist attractions sites in Tanzania and their location.

An order letter is a special kind of a request letter that is written to order merchandise that is listed in a catalog when you don’t have a printed order form. An incomplete and vague order is a great source of inconvenience entailing delay and annoying correspondence. Be exact and specific in your order so that it may be promptly executed.

When you are writing are request or order letter, remember the following points:

1. State your request clearly.
2. If you are asking for asking for something to be sent to you, enclose a self-addressed, stamped envelope.
3. For a special request, make sure your request is reasonable and that is submitted well in advance.
4. If you are ordering something, include all important details such as the size, colour, brand name, price, or any other specific information. Include the information about the magazine or paper in which you saw the item advertised. Compute correctly if there is are costs involved, including any necessary sales tax or shipping charges.

Lo

**Here is sample of a request letter.**

|  |
| --- |
| Ujamaa Village,  P. O. Box 6900,  Tarime.  July 24, 2014.  Admission Officer,  Arusha Techincal College,  P. O. Box 296,  Arusha.  Dear Sir/Madam:  **REQUEST FOR ADMISSION CATALOGUE**  I finished Certificate of Secondary Education (CSE) at Kivukoni Secondary School this year and performed well in science subjects. I am interested in applying for admission at your college.  I wish to specialize in electrical engineering and I would like to know more about the courses you offer in this field. Please send me your general catalogue and any additional literature you have on admission to electrical engineering programs.  Yours faithfully,  *Rajacahndi*  Raja Cahndi. |

1. **THE COMPLAINT OR ADJUSTMENT LETTER**

A complaint or adjustment letter is written to point out errors that require attention and correction.

When you are writing a complaint or adjustment letter, follow these suggestions;

1. Register your complaint as soon as possible.
2. Explain exactly what is wrong. Necessary information might include;

* What product or service you ordered or expected.
* Why you are not satisfied ( damaged goods, incorrect merchandise, bad service)
* How you were affected (loss of time, money or customers)
* What you want the company or organization to do about it.

1. Keep the tone of your letter calm and correct.

**Here is a sample of complaint or adjustment letter.**

|  |
| --- |
| ABC Electrical Company Limited  P. O. Box 11111  Mikocheni street  Dar es Salaam.  July 19, 2016.  Customer Service Dept.  XYZ Trading Company  Msimbazi Street- Kariakoo  Dar es Salaam.  Dear Mr. Chan Kan:  **MISSING ELECTRICAL APPLIANCES**  On July 17, 2016, we sent an order that included requests for several electrical appliances, including…………………… . When the package arrived, we found that …………………. were missing from the package.  I assume that this was merely an oversight and would appreciate your sending the ………….. as soon as possible.  Yours sincerely  …………………..  Jamal Kassim |

1. **APPRECIATION OR COMMENDATION LETTER**

An appreciation or commendation letter compliments or expresses appreciation to a person, a group, or an organization. For example, you might write to a company to tell how you liked the quality of their products and encouraging them to keep it.

When you are writing, state exactly why you are pleased.

**Here is a sample of appreciation letter**

|  |
| --- |
| Arusha Technical College,  P. O. Box 296,  Arusha.  9 August 2016.  Managing Director,  ABC Chemical Company Ltd.,  P. O. Box 2111111,  Sokoine road 123B,  Arusha.  Dear Sir/Madam:  **APPRECIATION FOR GOOD SERVICES**  I would like to thank you on the behalf of Arusha Technical College (ATC) for the supply of standard laboratory chemicals and apparatus for the academic year 2015/2016.  Most of the teachers and students appreciated the quality of the chemical samples as they give the best results in their experiments. I am sure that through these experiments that our students will perform better in workplace environment.  Your faithfully,  Jackson Chan  Head of Department  Laboratory Sciences Department  Arusha Technical college |

1. **INTRODUCTION LETTER**

An introduction letter is written to introduce a person or a business to an organization. When introducing a person such letters are not sealed because the person introduced has the right to know what has been written about him/her. The open letter should further shows the confidence the writer has in the person.

When you are writing an introduction letter, remember the following points;

1. State clearly the name of the person and his/her position.
2. What abilities or qualities the person introduced is known to possess.
3. State clearly the agreed duties and responsibilities a person is going to perform to make it legally liable.
4. Also an introduction letter should be carefully worded.

**Here is a sample of an introduction letter**

|  |
| --- |
| ABC Trading Company Limited,  P. O. Box 11111,  Mikocheni street,  Dar es Salaam.  August 26, 2016.  Customer Service Dept.,  XYZ Trading Company,  Msimbazi Street- Kariakoo,  Dar es Salaam.  Dear Mr. Chan Kan:    **INTRODUCTION LETTER**  Please let me take this opportunity to introduce myself as the newly appointed sales agent for ABCTrading Company. As I joined the company recently I went through our records to find that you are one of our most valuable customers.  As an initiative to a growing business relationship that will benefit both of us, I will be pleased to visit you in your office at your convenience in order to understand about your company to enable me to provide you with a better service. I could also introduce our new products to you.  I wish to call in your office, want to make the appointment, as am looking forward to meeting you personally.  Thanking You,  Yours sincerely,  Juma kassim |

1. **ACKNOWLEDGEMENT LETTER**

Acknowledgement of goods and services should be promptly made. It is the first and foremost responsibility of a good organization. It helps in creating goodwill, confidence, cordiality and abiding business relations.

An acknowledgement letter in response to an order of goods should have conversational and personal touch and warmth. It should terminate with a sincere note of thanks for proving you an opportunity to serve customers.

**CURRICULUM VITAE (CV)**

The origin of the word curriculum vitae is Latin which means ‘’the course of one’s life or career’’. The simplest definition of the word curriculum vitae commonly referred to CV, Vita, or Vitae, is a detailed description of one’s educational and work history. As such, a CV include detailed information regarding one’s educational background, work experience, abilities, publications and so on.

The term resume and bio-data are also used for curriculum vitae. Pauley and Riordan define resume as a one- page (sometimes two-page) document that summarizes your skills, experiences and qualifications for a position in your field. When you apply for a job, it is common to submit a resume/CV along with your letter of application.

In modern competitive world, CV/ resume writing has become an art. A CV should be carefully written and presented to ensure that you have the best chance of getting what you want. It is not an autobiography. Simply writing down a list of everything and everything you know will not guarantee you getting a job. Design your CV to it the particular job.

**TIPS FOR DESIGNING A GOOD CV/RESUME**

* Design each CV/ resume to fit the particular job.
* Be specific – use numbers, dates and names.
* First present the information that is the most impressive and/ or important to the job you are applying. This guideline will help you determine whether to put experience or education first.
* Use everyday language and short, concise phrases. The use of jargons should be avoided.
* Use boldface type, underlining, highlighting and indentations to make your CV more readable.
* Avoid using different colours and special effects to decorate the CV.
* Limit front size to 10-12 for the body of the text and to 14 for headings.
* Leave at least one inch margin on all sides of the page.
* Do not use more than one front size styles on a page.
* Proofread for spelling, punctuation, and typographical errors.
* Get someone else’s reaction before typing the final copy.

**CONTENTS OF A RESUME/CV**

**T**he following are the essential contents of a resume/CV;

1. **Personal data**

It includes name, address, phone number, e-mail address, date of birth, marital status, and nationality.

1. **Job objective**

It includes the type of position you want and type of organization you want to work for.

1. **Skills summary**

It includes key qualities and skills you bring to a position listed with supporting details. Here are some skill areas that you might consider for your own CV/ resume;

* Communication
* Organization
* Computer (Language, systems)
* Sales, marketing, public relations.
* Management ( people, money, other resources )
* Problem solving
* Working with people, counseling, training.

1. **Work experience**

It includes positions you have held (where and when), specific duties and accomplishments.

1. **Educational qualification**

It includes educational certificates, degrees, special trainings and special projects (where and when)

1. **Other experiences**

It includes volunteer works, awards, achievements, hobbies, extracurricular activities (related to you job objective).

**TYPES OF CVs/ RESUMES**

There are different types of CVs’/ resumes depending on their format and functions they serve. It is essential to keep their characteristics in mind before choosing any of these. The following are the common types of CV’s/ resumes:

1. **Chronological CV**

This is also called the traditional format of CV. The information required on a CV is usually arranged in chronological order showing one’s career progression and growth. The information moves from the beginning of one’s career to the present situation. The CV is easy to read and most of the employers are accustomed to it.

It is advised to have this kind of CV, if:

* You have a continuous career history with continuation in the same area.
* There are no major gaps.
* Your responsibilities have increased with each in your career change.
* The job advertisement specifies this kind of CV.

**A sample of a chronological CV**

1. **Functional CV**

This type of CV organizes one’s experience based on the functions performed or skills developed from a number of positions held. It focus on what you have done rather than when and where; ie: it describes your strengths and suitability for the job. Career history usually comes at the end of CV.

**A sample of functional CV**

1. **Hybrid CV**

It is a combination of both chronological as well as Functional CV. It includes your educational qualifications, experiences, accomplishments and skills. You can use it when each position or job has a unique responsibilities and when a shorter type of CV would not be sufficient.

It tends to be longer than both chronological and functional CVs. It is also repetitive.

**A sample of a Hybrid CV**

**WRITING A COVER LETTER**

Sometimes you may be sending a CV/resume in response to a telephonic or face to face conversation you had with the concerned person. In such a case, the cover letter may be included when sending your CV/ resume.

A cover letter introduces and explains your purpose. It introduces the major points in your CV/ resume. It should be impressive and customized to suit the particular position you are applying for.

A cover letter has all parts of business letter and the most commonly used format/style for a cover letter is the ‘’ Full Block’’ format.

**A sample of a cover letter**

**MEMORUNDUM**

A memorandum commonly known as a memo, is a written message sent from one person to other people, usually in the same company or organization to transmit ideas, decisions, announcements, or suggestions.

A memo can vary in length from a sentence to a four a five pages report. It can be delivered in person, dropped in a mailbox or sent via e-mail.

Memos are written to create a flow of information within in a company or organization – asking and answering questions, describing procedures and policies, reminding people appointments and meetings.

Memos are used in organizations for various reasons such as;

* To make request or enquiry
* To supply information
* To confirm arrangements following discussion
* To ask for comments or suggestions
* To explain or clarify a situation or instruction
* To amend existing policies

**TIPS FOR WRITING A MEMORUNDUM**

The following are some guidelines for some guidelines for writing a memo;

* Write memos only when necessary, and only to those who need.
* The language should be clearly understood by all. Avoid idioms and slang.
* Normally, a memo has only one subject: if you have two topics to write about; use two memos.
* It should be concise and not contain any necessary details. Get to the point; (1) state the subject (2) give necessary details (3) state the response you want.

**COMPONENTS OF A MEMORUNDUM**

Like any piece of writing, a memo should be logically structured as it provides a permanent record for retention and circulation.

The writing style of a memos tends to be less formal than a business letter. A memo doesn’t have the inside address, salutation, complimentary closing. The components of a memo include;

1. **Memo header**

Since a memo doesn’t have an any postal address, it’s header should include following;

* Date
* To (name of the recipient)
* From (name of the sender and designation)
* Subject (serves as a title which briefly describes the content). It clarifies the memos purposes.

1. **Memo body**

The body of a memo is very much like the body of a letter. The message is set out in paragraphs as in a letter and should be brief. Include all necessary details and desired response. It’s appropriate to use technical terms when you and the reader has the same frame of reference.

1. **Enclosures**

They are abbreviated as ‘’Encl’’ for ‘’Enclosure” or ‘’Encls” for ‘’Enclosures’’ on the left hand bottom corner of the memo. They indicate accompany documents (if any).

1. **Copies**

Copies abbreviated as ‘’cc’’ can be written on the left hand bottom corner below enclosures when the writer sends copies to others to let them know what is going on.

Note- “cc”- originally stood for ‘’carbon copy”. Since paper is rarely used now days, ‘’cc’’ has come to be known as “courtesy copy’’.

Memos generally don’t have a place to put your signature.

**MEMORUNDUM FORMAT**

|  |
| --- |
| Date: ……………………………..  To: ………………………………..  From: ……………………………  Subject: ………………………..  …………………………………………………………………………………………………………………………………………………………………………………………memo body………………………………………………………………………………….....  ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………  Encls: ……………………..  ………………………  ……………………...  Cc: …………………………  ………………………….  ………………………… |

**Samples of memorandums (memos)**

**Sample 1**

|  |
| --- |
| Date: January 10, 1989  To: ATC Staff  From: Head of Security  Subject: **Introduction of new parking policy**  Starting from February 20, 1989, we will institute our new parking policy due to the increase of number of vehicles and the need to increase security at our college.  To make this policy effective and inclusive, I have prepared a meeting for all members of Arusha Technical College (ATC) to give their suggestions and opinions.  Date: January 15, 1989.  Time: 10:30 am to 1:00pm  Place: Lecture room 06  All members of the Arusha Technical College have to attend the meeting.  Cc: Rector  THTU Chairperson  RAU Chairperson  ASA Chairperson |

**Sample 2**

|  |
| --- |
| Date: June 20, 2015.  To: All Heads Of Departments (HOD’s)  From: The Rector  Subject: **Review of Departmental Curriculum**  The College Board Of Directors on its meeting of June 10, 2015 has decided that all the departments of Arusha Technical College to review their curriculum to meet the current needs of the government policy of Kilimo Kwanza.  Therefore, you are requested to kindly ensure that the reviewed curriculum are submitted to the Rector office by July 20, 2015. |

**Sample 3**

|  |
| --- |
| Date: 3rd August, 2014  To: All Company Employees  From: Human Resource Officer  Subject: Change in office timetable  This is to inform you that from 3rd September,2014, the office time table will be as follows;  7:30 am – 12:30 am Morning session  12:30 am – 2:00 pm Lunch  2:00 pm – 4:30 pm Evening session  Employees are expected to strictly adhere to these office hours. |