CSS301 Homework Questions... Memos

Instructions:

Read the electronic library reserve about memos. The reading alternates between letters and memos.

What I care about now is memos, so read those parts. Later in the quarter you'll return to this piece to

read about letters.

Answer these questions for yourself and be prepared to discuss them in your groups once we get to

class and report out what you learned/discovered.

1. How do you decide that you need to write a letter versus you need to write a memo? A memo addresses those internal to your organization.
2. What are the required/common features to all memo template forms? What is the role of each

feature? Subject area - audience, Body – addresses the audience

1. Based on Figure 3.8, what is the pattern of information delivery in a memo? Introduction, body, conclusion – I think. Have to double check this.
2. Since that template shows a bare bones approach, how would the pattern be extended as you
   1. have more information to deliver, yet still stay true to the expected pattern?
3. The author makes a distinction between good news, neutral news, and bad news
   1. correspondence? Why? What does the author want you to do differently, but similarly,
   2. depending on your message content?
4. Looking very closely at Figure 3.8, what special feature is used to tell the reader that the memo
   1. did in fact come from the sender?