



**CHANDIGARH
UNIVERSITY**

Discover. Learn. Empower.

University Institute of Liberal Arts and Humanities

Course Name - Communication Skills

Course Code - 20UCT-141/191

Faculty – Ms Jasmeet Kaur



MEMORANDUM

DISCOVER . **LEARN** . EMPOWER

COURSE OBJECTIVES

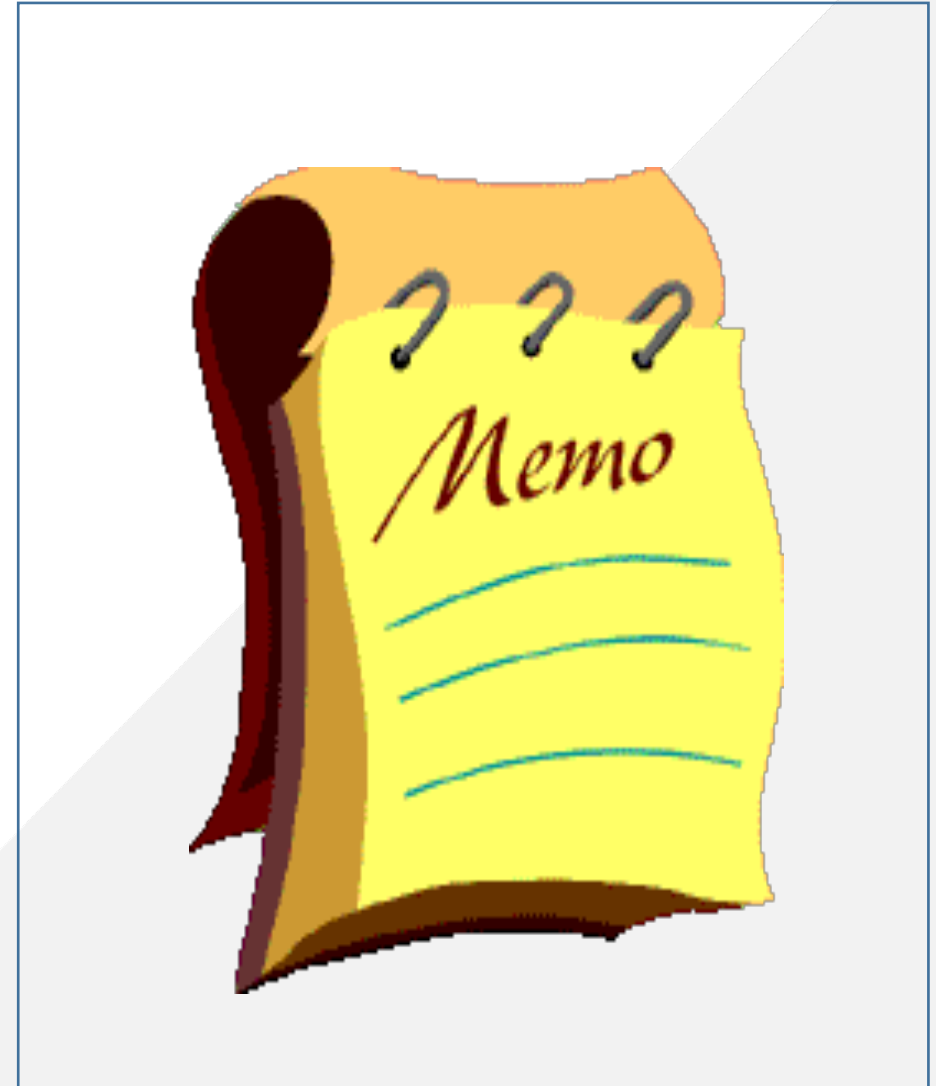
The Course aims to:

1	Augment students' overall communication and interpersonal skills by making them realize the importance of good oral and written English Language in professional life.
2	Enrich their reading capability with special emphasis on expanding vocabulary and grammatical formations.
3	Build exceptional reading and writing skills by correcting grammatical errors and pronunciation through practice.

COURSE OUTCOMES

On completion, the students are expected to

CO Number	Title	Level
CO1	Produce correct contextual written text and speech in a wide range of communication situations.	Apply
CO2	Write original short compositions, in the form of paragraph writing, business correspondence, blogs etc. through logical support and argument.	Analyze
CO3	Demonstrate linguistic competence through accuracy in grammar, pronunciation and vocabulary.	Apply



Memorandum

- 1) **Memorandum** is popularly known as memo.
- 2) The literal meaning of the word memorandum is “a note to assist the memory”.
- 3) Memos are the written internal communication means for exchanging information relating to day-to-day functions within the organizations.



Memorandum

- A memo is less formal than a letter.
- It usually conveys one idea and is likely to be short.
- Effective memos are clearly written with the objective stated in the first sentence.



Purposes of Memos

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

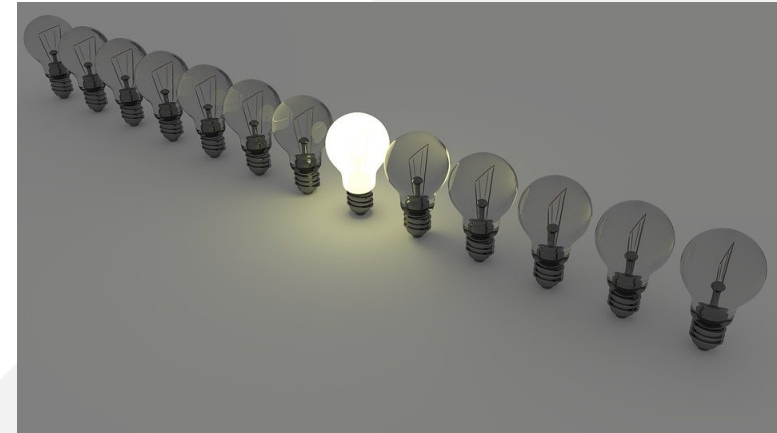
Here are some typical uses of memos:

- to inform others about new or changed policy, procedures, organizational details
- to announce meetings, events, changes,
- to present decisions, proposals, briefings
- to enquire, report, remind, transmit and promote goodwill.

Poll Question

A memorandum is considered a brief form of written communication for:

- 1) Legal use
- 2) Formal use
- 3) Internal use
- 4) External use



Check Your Memo

- Is it easy to find the main point?
- Does your memo have plenty of white space for easy readability?
- Have you removed unnecessary words?
- Is your memo filled with technical jargon?
- Is it positive?

Memos

Be sure the memo

1. States the purpose clearly
2. Presents message effectively
3. Uses a courteous tone
4. Gives reader complete, accurate details
5. Concludes appropriately

Important “Nevers” in Memo Writing

- Never write unnecessary information.
- Never write complicated, hard-to-understand memos.
- Never send memos that have misspelled words, or grammatical errors
- Keep them simple and to the point. Never write rude, blunt, or thoughtless memos.
- Never use complimentary close and salutation in the memo

Poll Question

One of the many uses of memos is to inform others about new or changed policy, procedures, organizational details.

- 1) Yes
- 2) No

Format

Name of Company (Letter Head)
Address

Ref. No. _____

Memorandum

To: [Audience]

From: [Person and/or Department issuing the memo]

Date: [Date Sent]

Subject: [Subject of the Memo]

[Opening – Get to the point in the opening paragraph. Keep things simple and short. Make it easy and fast to read.]

[Summary – Provide enough background so all readers understand the history, but again, keep it simple.]

[Conclusion – End with a call to action.]

CC: [Send copies to anyone affected by the memo.]

Attachments: [List any attachments to the memo. Only list items referred to in the body of the memo.]

Sample

Tech Mahindra Pvt. Ltd.
Industrial Area, Phase II, Chandigarh
Mob: +91-98888-88888, Tel: 0172-222222

Ref. No. _____

Memorandum

To: All departments

From: Yogesh Sharma, CEO

Date: September 20, 2020

Subject: Internet use on company time

This is to remind all employees that Internet use on company time is prohibited. Please refrain from checking your personal email, social media accounts, or messaging platforms while on the clock, unless it is on your break time or lunch time.

As noted in the employee handbook, section 2.4., all employees are responsible for:

- Using on-the-clock hours for company projects only.
- Limiting their online interactions while on the clock to clients and fellow employees within the company.
- Applying their break or lunch-time hours to any time spent reading personal email, personal social media accounts, or messages sent for personal use.

As always, we appreciate the time and effort you put into all that you do at Tech Mahindra Pvt. Ltd. and trust that our employees will maintain professional standards at all times while on the clock. If you have questions or concerns about these company policies, please direct them to Megan Smith at ext. 1208.

Assessment Pattern

Students are assessed on the basis of the following parameters:

- Hourly Tests - 2
- Assignments
- Surprise Test
- Quiz
- Student Engagement
- End Semester Exam

References

- <https://web.uvic.ca/~sdoyle/E302/Notes/Memo%20Writing%20tips.html>
- <https://en.wikipedia.org/wiki/Memorandum>
- https://www.edco.ie/_fileupload/Writing%20a%20memo.pdf



THANK YOU

For queries
Email: communicationskills.uilah@gmail.com