

HOW TO WRITE A MEMO

Memos (short for *memorandum* in singular or *memoranda* in plural) are an efficient way of interoffice communication. They present information in a way that allows the recipient to be aware of the important details of a situation without going into too much detail. Memos are usually a page long, if not shorter. Very likely, a memo that is long will not convey a brief message and will not be read by the recipient.

Memos rely on a clear structure or outline. This way, the information will be brief and to the point, without going over details than can be discussed, for example, at a later meeting with the recipient.

1. Begin a memo with this standard heading:

TO: This is where the name of the recipient goes, along with their title in the company.

FROM: the name of the sender, his/her position, and if the memo is printed, the sender's initials.

DATE: the date the memo is sent.

SUBJECT or RE: the title of the memo. It mentions the situation the memo will address.

2. Next, the memo's content generally follows this structure:

- a. **Situation/Problem** - an introduction or the purpose of the memo followed by a description of the issue at hand.
- b. **Solution/ Action**— the steps needed to resolve the problem and how they are to be carried out.
- c. **Closing** - end with a polite expression; also, provide a contact number where the recipient can reach you and offer to answer any questions that may arise.



MEMORANDUM

TO: Michael Marsh, Store Manager

FROM: Daniel Lipton, Assistant Manager

DATE: June 18, 2010

RE: Dress Code Issues

A number of our clients have expressed their concern over the way certain sales associates are dressed. Clients complain their clothing does not reflect our store's good image and quality of service, and instead makes them look trashy and unprofessional.

I think it is necessary for us to establish and enforce a dress code for all our store employees. Some of the items that can no longer be considered appropriate are excessively baggy pants and T-shirts, low cut blouses, and any garment that exposes the chest and back.

I would like to discuss this issue with you at your convenience, and also answer any questions you may have. Please contact me at XXX-XXXX.