

**LESSON: 6**  
**WEEK: 6**  
**TOPIC: MEMORANDUM**  
**AIM: To enable students to draft simple memos using a prescribed format taking into consideration the latest practical style.**

**Learning outcomes:**

- Identify internal communication
- Understand that memo should be brief and to the point
- Draft simple memos in the appropriate format

**NOTES**

1. What is a memo?
2. Reasons to write the memo
3. Differences between Letter and Memo
4. Format



**1. A memorandum** (memo) is an internal written document used only within an organization. It is used for vertical, horizontal and diagonal communication. For example, a secretary writing to the manager about the necessity to increase the amount of float for petty cash.

**2. Why should we write a memo?**

- |              |   |
|--------------|---|
| To remind    | - about wearing the safety equipment at work.                                 |
| To announce  | - about when Hari Raya holidays are   |
| To reprimand | - to warn an employee about misconduct  |
| To inform    | - to pass message to a group of staff about decision taken by the management. |

**3. Differences between letter and memo**

LETTER	MEMO
<ol style="list-style-type: none"> <li>1. Letterhead is vital</li> <li>2. Receiver's address is needed</li> <li>3. Salutation is used</li> <li>4. Complimentary close is used</li> <li>5. Signature is used</li> <li>6. <b>Only</b> for external</li> </ol>	<ol style="list-style-type: none"> <li>1. Not necessary</li> <li>2. Not needed</li> <li>3. Not used</li> <li>4. Not used</li> <li>5. Optional</li> <li>6. <b>Only</b> for internal use</li> </ol>

#### 4. Format

<u>MEMORANDUM</u>	
To	:
From	:
Date	:
Ref	:
Subject	: SHOULD BE IN CAPITALS
<p>Contents should begin at the left hand margin.</p> <p>Signature is optional (Name / Designation)</p>	

#### Assignment questions

1. Draft a memo for your superior who is the head of Health and Safety in your manufacturing company. He has been on his regular rounds and has found many staff not properly attired as required. He has decided to levy a fine on any staff who does not wear rubber shoes or goggles when in the production area. In case there are casualties the company will not be responsible for such staff.

## **Reference**

Communication for Business by Shirley Taylor, III edition, page number 116 to 125.

