

WEEK 11

MEMORANDUM

Learning Outcome:

To understand the importance of Memo.

To write an effective Memo.



MEMORANDUM (open format)

Organization name (optional)

MEMORANDUM (heading)

To: (recipient's name or designation)

Ref: (for filing)

From: (author's name or designation)

Date: (in full)



The message of the memorandum is set out like that of a letter: good English in spaced paragraphs. Note, however, that **'no'** inside address, salutation or complimentary close are required.

Copies to: (recipient(s) of copies)

signed: (optional)

Enc: to indicate accompanying material

author signs/initials

Style of Memo

The style will vary according to your position in the organization relative to the recipient of your memo.

- a. If reporting, or making a suggestion, to someone higher in the hierarchy than yourself, your tone will have to be appropriately formal, businesslike and tactful.
- b. If you are dashing off a handwritten note on a memo pad to a colleague with whom you enjoy an informal working relationship, you can be as direct, familiar and friendly as you like.
- c. If you are instructing or disciplining junior personnel, you will have to retain a certain formality for the sake of authority.
- d. Technical language is allowed when the recipient is aware of it.