

Types of business letters

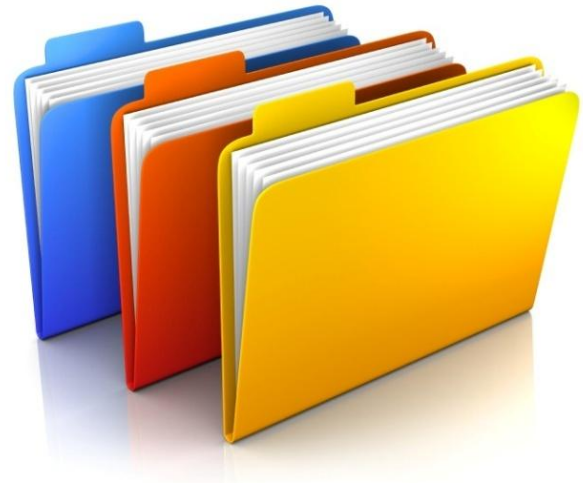
Inside letters

**In-company correspondence
memo**

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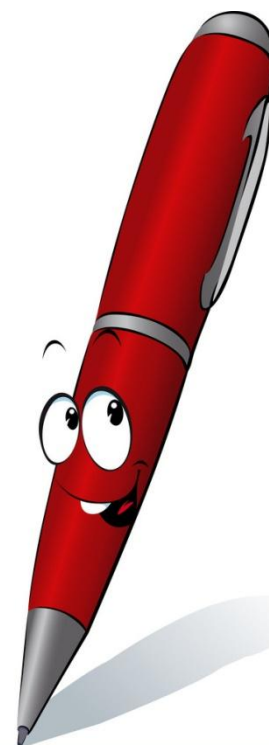
Plan

- 1. Types of inside letters
- 2. Memo
- 3. Advantages and disadvantages
- 4. Layout
- 5. Template
- 6. Examples



1. Inside emailing in the company (in-company communications) (Ashley, Unit 15)

- Memorandum (memo) ['meməʊ]
- Report



2. Memo (it must be remembered that)

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

ACCORDING TO LESIKAR AND PETTIT, “MEMORANDUM IS A FORM OF LETTERS WRITTEN INSIDE THE BUSINESS”.

ACCORDING TO STEWART AND CLARK, “MEMOS ARE USED TO COMMUNICATE WITH OTHER EMPLOYEES, REGARDLESS OF WHERE THE EMPLOYEES MAY BE LOCATED IN THE SAME ORGANIZATION.”

ACCORDING TO S. TAYLOR, “MEMO IS A WRITTEN COMMUNICATION FORM ONE PERSON TO ANOTHER (OR A GROUP OF PEOPLE) WITHIN THE SAME ORGANIZATION.”

So, ***memorandum*** or ***memos*** are an internal short note or letter in which information exchanged among superiors and subordinates or same portion of employees in the organizational structure.

3. <https://thebusinesscommunication.com/what-is-office-memo-or-memorandum/>

- **The main *advantages of memos* :**

- **Time saving.**
- **Less formality:** usually inside address, salutation and complimentary closing is omitted in it.
- **Maintenance good relationship:** It can help to maintain the good relationship among the boss and subordinates, because the bossing attitude is absent here.
- **References:** Memo is a written document. So, it can be used for future references.
- **Inform the decisions and actions:** For this purpose, it should be written by the higher authority.
- **Request the decisions and actions.** For this objective, it may be drafted by the sub-ordinate.
- **Provide information.**
- **Remind someone of action:** Memo is also written to remind someone of action, if requires.
- **Others:** Issuing orders and instructions, providing response, providing suggestions, presenting informal report, solving problems.

- **Disadvantages of office memo**

- **Limited application:** It maintains communication only among the employees of the same firm regardless of distance.
- **Lack of formality:** It provides only informal communication.
- **Lack of explanation:** Memo is written in a short form. So the meaning of it may not be cleared to the reader.
- **Less important to the reader:** As it is an informal means of communication, it can be less important to the reader.

4. Structure

- **To:** all employees (or the full name of a person)
- **CC** (*Courtesy copy*): Kevin Smith
- **From:** (your name) (job title)
- **Date:**
- **Subject (or RE:)** сокращенно

Main body

- Introduce a problem (1-2 sentences) “As... : As we have a party on... we are gathering money”
- Context, background info
- Suggest the actions which must be done
- “All employees must use the new accounting system”
- Positive summary: “I will be glad to...”

5. Memo template

(https://templatearchive.com/memo-templates/#Word_Memo_Templates)

Memo		Logo	
To:		Cc:	
From:		Date:	
Re:			

6. Example

MEMORANDUM

To: All Staff
From: The Manager
Date: May 27, 2010
Subject: Inappropriate use of time on Google Doodle games

Coworkers,

It has come to my attention that many in the office have been spending time on the Google home page microgames. This memo is a reminder to use your work hours for work.

According to a recent article, the estimated daily cost of people collectively playing these games instead of working is over \$120 million—which is calculated based on the daily average increased time spent on the Google home page (36 seconds).

If these estimates are applied to our 600 office employees, this results in a nearly \$700 weekly loss. This is a conservative estimate considering the extensive discussions that occur about beating the office's current high score. The extra cost quickly adds up.

Of course, we don't want you to view our organization as a place of drudgery and draconian rules. I encourage a fun and competitive environment, and I recognize that we certainly won't be profitable if you are unhappy or dissatisfied with your jobs. This is just a reminder to be careful with your use of company time.

Thank you,
The Manager

Example 2

- MEMORANDUM
- To: Computer Programming Division
- From: Vice President Lumbergh
- Date: February 19, 2016
- Subject: Attaching cover sheets to TPS reports
- This is to remind the division that, starting today, we are now filing all Testing Procedure Specification (TPS) reports with new cover sheets.
- The reason for this change is simple. In addition to a new format, the cover sheets provide a summary of the report as well as the updated legal copy. The new cover sheets also include Initech's new logo.
- Though this change may initially seem like a headache and an extra step, it is necessary to include the new cover sheets due to their updated information. Failing to do so will result in a confusing and inaccurate product delivered to our customers.
- Please be sure to follow this new procedure.
- Best regards,
- Vice President Lumbergh

VIDEO

- [How to create a basic memo](#) (12 minutes)
- HW:
- You are a director. Write an interesting memo to all or some of your employees.