

1.12 Memos

Skills	Criteria
Develop the message <u>logically</u>	<ul style="list-style-type: none"> • Subject title clearly indicates the topic • Opening paragraph gives main ideas • One idea per paragraph
Use memo conventions	<ul style="list-style-type: none"> • To, From, Date, Subject at the top • The business's format is used if there is one • The memo can be made public; nothing personal
Write <u>clearly and concisely</u>	<ul style="list-style-type: none"> • The point of the memo is obvious • All necessary details are included • Only information relevant to the topic is included • Direct and precise language • Appropriate register and tone

See 2.6

See 2.8

Definition

A memo (short for memorandum) is a formal written text sent as a record within an organisation.

Purpose

A memo is to put on record work-related information, a concern or query.

Audience

Your audience will be a colleague or colleagues at any level within an organisation.

Language and style

Your writing should be formal, clear and to the point. Use first person. Avoid errors, as correct communications always impress and errors disrupt the message. Memos are now often sent by email. If by email, the identifying details will be contained in the headings.

Structure

1. 'Memo' or 'Memorandum' at the top indicates that this communication is official.
2. The memo is headed with the following information: Subject, To, From, Date.
3. The content provides all relevant details. Make the focus clear in the first paragraph, then use a paragraph for each of the other main points.
4. Sign off with your name.

Steps

1. Type in the identifying details.
2. Address the recipient/s by name. If it is to a committee or a division, include its name first, e.g. Marketing Section: Jane, Mike, Stu, Stephanie
3. State the main point of the memo in the first paragraph.
4. Elaborate if necessary, one main point to a paragraph.
5. Sign off with the name by which your colleagues know you. Include an initial if you might otherwise be confused with someone else.

<p>MEMORANDUM</p> <p>To: Harry Hopper From: James Jenks Date: June 25 2004 Subject: The Ampol audit</p> <p>I spoke on the phone to Allen Aspen, the Financial Manager of Ampol SA, yesterday, the 24th June. He said that the deadline for</p> <p style="text-align: right;">James</p>

Hints

- Use as a guide the format and style of memos sent within your organisation
- Organisations often have paper or templates set up for memos or a format for their employees to use.
- You will need a way to file for later reference the memos you send and those sent to you.