

Why write memos?

Memos are useful in situations where e-mails or text messages are not suitable

For example: if you are sending an object, such as a book or a paper that needs to be signed, through internal office mail, you can use a memo as a covering note to explain what the receiver should do.

How to write memo: Memos should have the following sections and content:

1. A "To" section containing the name of the receiver. For informal memos, the receiver's given name; ex "To: Victoria" is enough. For more formal memos, use the receiver's full name. If the receiver is in another department, use the full name and the department name. It is usually not necessary to use Mr., Ms., or Mrs. Unless the memo is very formal.
2. A "From" section containing the name of the sender. For informal memos, the sender's other name: ex "From: Bill" is enough. For more formal memos, use the sender's full name. If the receiver is in another department, use the full name and the department name. It is usually not necessary to use Mr., Mrs., Ms. unless the memo is very formal.
3. A "Date" section.
4. A Subject Heading
5. The message, unless the memos is a brief note, a well organized memo message should contain the following sections:
 - a. Situation – an introduction or the purpose of the memo
 - b. Problem – for example: "since the move to the new office in the Bay, staff has difficulty in finding a nearby place to buy lunch."
 - c. Solution– for example: "Providing a microwave oven in the pantry would enable staff to bring in their own lunchboxes to reheat their food."
 - d. Action – this may be the same as the solution, or be the part of the solution that the receiver needs to carry out. Ex: "We would appreciate if you could authorize up to \$500.00"
 - e. Politeness – to avoid the receiver refusing to take the action you want, it is important to end with a polite expression, example: "Once again, thank you for your support"
6. Signature

Assignment 1: Write a memo to your boss indicating that you have a problem with your paycheck, be very detailed so you boss can promptly fix your problem. Note that you have not received the full amount of the amount earned. Remember to include each part of a memo.

Assignment 2: Write a memo to anyone about a problem that you are having. Include all the aspects of a memo.