

LETTERS &
MEMOS

ROUTINE
AND
POSITIVE MESSAGES



DEFINITION

◎ LETTER :

- it's a written message
- addressed to a person or organization

◎ MEMO :

- It's a document or other communication
- helps the memory by recording events

The Three basic writing process

- ◎ Processes for successful letters and memos;

- 1- Prewriting

- 2- Writing

- 3- Revision

PROCESS 1 - PREWRITING

- ◉ Determine your purpose
- ◉ Visualize the audience
- ◉ Select the medium
- ◉ Anticipate the reaction to your message

PROCESS 2 - WRITING

- ◉ Collect relevant information
- ◉ Organize into a list
- ◉ Compose the first draft
- ◉ Use plain English

PROCESS 3 - REVISION

- ◉ Provide clarity and conciseness
- ◉ Proofread and make necessary corrections
- ◉ Evaluate from the reader's viewpoint

CHARACTERISTICS OF GOOD BUSINESS LETTERS

- ◎ Clear Content:

- Short paragraphs and transitional expressions
- Familiar words and active-voice verbs

- ◎ Goodwill Tone:

- Frame ideas positively

- ◎ Correct Form:

- Appropriate formats

The diagram illustrates the layout of a full block letter. It features a 1-1.5" margin on the left and right sides, and a 1-1.5" margin at the top and bottom. The letter is composed of the following elements, each numbered for reference:

- [Your Name]
- [Address]
- [Address]
- [Phone]
- [Date today]
- Re: [To what this letter refers]
- [CERTIFIED MAIL]
- [PERSONAL]
- [Recipient's Name]
- [Company Name]
- [Address]
- Attention [Recipient's Name]
- Dear [Recipient's Name]:
- [SUBJECT]
- The main characteristic of full block letters is that everything (except maybe a preprinted letterhead) is flush with the left margin. Full block letters are a little more formal than modified block letters.
- If your letter is only one page, type the complimentary close and optional components as shown below. Otherwise, type them on the last page of your letter. For the components of continuation pages, click on the link below to go to page 2 of this letter.
- Sincerely,
- [Signature]
- [Your Name, Title]
- [Identification Initials]
- Enclosures: [Number]
- cc: [Name For Copy]
- [Name For Copy]

STRUCTURE OF MEMOS

- ◉ Informative subject line
 - Summarize the message
- ◉ Opening
 - Reveal the main idea immediately
- ◉ Body
 - Explain and justify the main idea
- ◉ Appropriate Closing
 - Action information – dates & deadlines
 - Summary
 - A closing thought

SAMPLE OF MEMOS

MEMO

Standard Memo
Heading

Date: June 25, 2004
(2 spaces)
TO: All Staff
(2 spaces)
FROM: Terry Teacher
(2 spaces)
SUBJECT: New Technology
(2 spaces)

State your point
clearly and concisely

This month's staff improvement meeting will be held next Thursday, July 2, at 8 A.M. in the Main Auditorium. It will feature Dr. C. G. Smart. He will speak on the latest technology and how we can expect it to affect us and our work.

Response
What you want

The meeting will count toward your staff development points that are required for your end of year evaluation.

Please sign up with me before the end of the day on Tuesday if you plan to come to the meeting.

Closing statement

DOs AND DON'Ts

Avoid These

- ◉ I hope
- ◉ We trust
- ◉ Do not hesitate
- ◉ Thank you again

Use These

- ◉ I'm glad
- ◉ I'll be glad to
- ◉ Write me / call me
- ◉ You've been a big help

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