

BUSINESS LETTERS

Dr. N.C. VETHAMBAL

M.A.(Eng), M.S. (Edu. Mgt), M.Phil., M.Ed., P.G.D.T.E., Ph.D.

Associate Professor

Department of English

Government Arts College (Autonomous)

Coimbatore – 641 018.

Online class taken on 01-09-2020

between 9am and 9.50am

to II M.A. English students

What is a Business letter?

- In the professional world, the need to write a business letter or send a professional email is mandatory.
- From applying to a new job, writing a thank you note, sending a note of apology, or sending a farewell email, there are many circumstances that will require an appropriately formatted letter or email.
- A business letter is a letter from one company to another, or between such organizations and their customers, clients, or other external parties.
- The overall style of letter depends on the relationship between the parties concerned.
- In fact, this is a formal document, with a set structure and a defined format.

RULES OF BUSINESS LETTERS

- **There are rules for everything, from how wide the letter's margins should be to what size font to use.**
- **In general, it's wise to keep the body of the business letter direct and brief.**
- **Explain the reason for writing in the first paragraph.**
- **Provide more details in the next paragraph.**
- **Use the closing paragraph to reiterate the reason for writing**
- **Thank the recipient for reading, and possibly mention follow-up plans.**

RULES OF BUSINESS LETTERS

- **Business letters need to be short and simple.**
- **Use simple and clear words instead of long-winded ones.**
- **Maintain concise words, short sentences, and crisp paragraphs.**
- **Be direct: the reader is a busy professional, so come straight to the point in the letter without beating around the bush.**
- **The best way to begin a letter is by stating the purpose in the very beginning.**
- **This is called the direct approach, and it sets the tone for what is to follow in the letter body. It grabs the reader's interest.**
- **If the letter delivers bad news, a direct approach is not advisable.**
- **Instead, use an indirect approach in which the bad news in the second or third paragraph of the letter.**

- **Always keep the readers' benefits before yours.**
- **Instead of saying what you expect them to do for you, mention what you can offer them.**
- **Be careful to get the name and title of the recipient correct.**
- **Make your tone conversational yet professional; do not be overtly formal.**
- **Stay away from jargon unless you are absolutely sure that the reader will understand it.**
- **Use active voice and personal pronouns in the letter.**
- **Always end the letter with a request for action.**
- **Be careful about the tone used in the letter; do not come across as overconfident, arrogant, or self-praising.**

STANDARD FORMAT OF BUSINESS LETTER

- **Letterhead:** Most companies have a specific letterhead. This may make it necessary to adjust the margins so that words are not printed onto the letterhead area.
- **Name and address:** Always try to have the name of someone that the letter should go to, even if it requires to call to find it out.
- **Date:** This is the date that the letter was written. It should be written out, such as 01 September, 2020.
- **Reference:** This gives a short description of what the purpose of the letter is. For example, one might write “mark sheet” or “register number 23654” or something like that.
- **Salutation:** If the person is not known, use a more formal one, such as Dr. Satheesh Kumar.

- **Subject matter/body:** The first paragraph should have a friendly opening and state the purpose of the letter.
The subsequent paragraphs should support the purpose you stated in the first paragraph.
- **Closing:** This should be "thank you," "sincerely," or something similar.
- **Signature:** This is the actual signature of the person the letter is from, which may be different from the person who wrote the letter.
- **Typist initials:** These are the initials of the person who typed the letter. Usually the first initials would be that of the writer, and the second initials are of the typist and are in lowercase. For example: SK/vk.
- **Enclosures:** List here anything else which are sent, such as a brochure, samples, etc.

Types of Business letters

- **Sales Letters**
- **Order Letters**
- **Complaint Letters**
- **Adjustment Letters**
- **Inquiry Letters**
- **Follow-Up Letters**
- **Letters of Recommendation**
- **Acknowledgment Letters.**
- **Cover Letters**
- **Letters of Resignation etc.**

Model Business Letter

- **Sender's name & address**
- **date**
- *(drop down four lines)*
- **Recipient's business name**
- **Attention: person it's going to**
- **Recipient's address (drop down two lines)**
- **Dear Name:**
- **Body of the letter**
- **You only need single-space between sentences. Leave an extra open line between paragraphs.**
- **Sincerely,**
- *(drop down four lines)*
- *Signature here*
- **Add name,**
Add title
- **[Identification initials]**
- **Enclosures:**
- **cc: Name**

BUSINESS PROPOSAL

Dr. N.C. VETHAMBAL

M.A.(Eng), M.S. (Edu. Mgt), M.Phil., M.Ed., P.G.D.T.E., Ph.D.

Associate Professor

Department of English

Government Arts College (Autonomous)

Coimbatore – 641 018.

**Online class taken on 06-09-2020
between 9am and 9.50am
to II B.A. English students**

What is business proposal?

- **A business proposal is a document used by a business company, where a seller aims to persuade a prospective buyer into buying their goods or services.**
- **Essentially, a business proposal aims to streamline the sales process, (which is often complex) between a seller and a buyer by serving the dual purpose of acting as a source of information aimed at convincing the buyer why they should buy what the seller has to offer.**

THREE TYPES OF BUSINESS PROPOSALS

1. Formally Solicited

A formally solicited business proposal is made when aimed to respond to an official request for proposal. In this scenario, the seller must know all the requirements about a prospective buyer.

2. Informally Solicited

- Informally solicited business proposals come in where there isn't an official request for a proposal.
- An informally solicited proposal requires a lot more research from the seller as they are usually created out of informal conversations and not based on official requests which often contain more information.

3. Unsolicited

- **It is like a marketing brochure or a cold email. Unsolicited business proposals will often be generic, one size fits all approach to business proposals and lacks any understanding of the buyer or their requirements.**
- **But with extra market research, personalization and identifying customer need points along with proposing a customized solution can become very persuasive.**

A business proposal aims to answer the questions

- **Who the company is and what the company does.**
- **The problem the buyer faces.**
- **The solution the company offers to alleviate the problem.**
- **How the company will implement this solution effectively.**
- **An estimate of resources (time, money, etc) required to implement the solution.**

BUSINESS PROPOSAL SHOULD INCLUDE

- **Title:** A compelling title could mean the difference between someone actually opening your proposal and reading it
- **Table of Contents:** Business proposal should be scannable, easy to pick up and read with a table of contents.
- **Executive Summary:** is a staple in all kinds of annual reports, project plans and even marketing plans. It is a concise summary of the entire contents of your business proposal.
- **The Problem Statement:** The goal is to outline the problem statement as clearly as possible and develop an urgency to find a solution to the problem.

- **The Proposed Solution:** How the prospective buyer's pain can be alleviated
- **Qualifications:** It's the job of the company to convince the buyer why they should trust the company to fix their problem.
- **The Timeline:** provide the prospective client a timeline of how and when the company can provide all the deliverables.
- **Pricing, Billing and Legal:** The key to good pricing is to provide the buyer options, something a pricing comparison table can help with.
- **Terms and Conditions:** It summarizes everything that have been promised to deliver so far and what the prospective buyer will offer in return.
- **The Acceptance:** The final step of this whole ordeal. The client has read the business proposal and gets convinced and ready to buy what has to be offered.

NETIQUETTE

Dr. N.C. VETHAMBAL

M.A.(Eng), M.S. (Edu. Mgt), M.Phil., M.Ed., P.G.D.T.E., Ph.D.

Associate Professor

Department of English

Government Arts College (Autonomous)

Coimbatore – 641 018.

Online class taken on 06-09-2020

between 9am and 9.50am

to II B.A. English students

What is Netiquette?

- **Netiquette is short for "Internet etiquette."**
- **Just like etiquette is a code of polite behaviour in society, netiquette is a code of good behavior on the Internet.**
- **This includes several aspects of the Internet, such as email, social media, online chat, web forums, website comments, multiplayer gaming, and other types of online communication.**
- **Netiquette is a fairly recent concept.**
- **The rules of etiquette that apply when communicating over the Internet are different from those applied when communicating in person or by audio or videophone.**

Rules of Netiquette

- **Remember the Human**

- When communicating electronically, practice the Golden Rule: Respect others , as you expect respect from others.
- Remember, your written words are read by real people, deserving of respectful communication.
- Before you press "send" or "submit," ask yourself, "Would I be okay with this if someone else had written it?"
- All caps are generally perceived as yelling, while all lower case implies a lack of education and/or self-confidence.

- **And it's not just what you say, but how you say it.**
- **Be careful with humor and sarcasm.** Both can easily be misunderstood!
- Review all discussion postings before posting your own to **prevent redundancy.**
- Check your writing for errors by **reviewing what you've written** before submitting it.
- **Acronyms** and **emoticons** (smilies) are commonly used online, but be careful not to overuse them.
- **Text “slang” is not appropriate. And,**
- **Please don't forget to say please and thank you as appropriate.**

PROHIBITED LEARNER CONDUCT

- **Illegal Activities:** Learners may not post, transmit, promote, or distribute content that they know is illegal or could reasonably be expected to know is illegal.
- Conduct that violates federal, state or local laws is prohibited.
- **Theft:** Learners may not post, transmit, promote, or distribute content that violates copyright or other protected intellectual property rights.
- Unauthorized use of university property is prohibited. Theft or abuse of computer resources is prohibited.

- **Disrespect:** This is the basis of Netiquette. Learners may not harass, threaten, or embarrass others.
- Learners may not post, transmit, promote, or distribute content that is racially, religiously, or ethnically offensive or is harmful, abusive, vulgar, sexually explicit, or otherwise potentially offensive.
- Learners must refrain from behaviour that may be perceived as inappropriate, offensive, and unfair and must treat all other learners, faculty, staff, and administrators with respect at all times.
- **Dishonesty:** Learners may not intentionally provide false information, forge, alter, or falsify documents.
- Learners may not represent the academic work of others as their own.

- Be aware that typing in **all capital letters indicates shouting.**
- **Be careful with humor and sarcasm.** Both can easily be misunderstood!
- Review all discussion postings before posting your own to **prevent redundancy.**
- Check your writing for errors by **reviewing what you've written** before submitting it.
- **Acronyms** and **emoticons** (smilies) are commonly used online, but be careful not to overuse them.

PROFESSIONAL WRITING

Dr. N.C. VETHAMBAL

M.A.(Eng), M.S. (Edu. Mgt), M.Phil., M.Ed., P.G.D.T.E., Ph.D.

Associate Professor

Department of English

Government Arts College (Autonomous)

Coimbatore – 641 018.

**Online class taken on 05-08-2020
between 9am and 9.50am
to II M.A. English students**

What is Writing?

- "*Writing*" is the process of using letters of the alphabet, punctuation and spaces, which are known as symbols, in order to communicate thoughts and ideas in a readable form.
- **Types of writing: Expository, Descriptive, Narrative, Persuasive and Creative.**
- **Expository writing is used by the author to inform, explain, describe or define the subjects.**
 - **This is the most common type of writing.**

- **Descriptive Writing** focuses on making a Written Advertisement, Reporting on an Event, and Describing a Person or Object.
- **Narrative Writing** is very common in novels, poetry and biographies. Narrative is fun to read because it creates the idea, as if the story is happening to the reader.
- **Creative writing** is an outcome of any original thinking. It is often thought provoking, entertaining and more interesting to read than any other form of writing.
- **Persuasive Writing** focuses on general Essays and Problem-solution Essays.

Professional Writing- Definition

- ❖ It is a style of written communication used by businessmen, professors, doctors, lawyers, etc. in a workplace environment that allows professionals to inform their decisions.
- ❖ Professional writing is to convey information to the receivers within a workplace context.
- ❖ The specific function of professional writing can be one or a mixture of the following, depending on the context:
 - To encourage action ; To instruct
 - To persuade & To inform targets or goals

Professional Writing- Types

- **General business letters**
- **Inquiry letters**
- **Sales letters**
- **Speeches**
- **Emails**
- **Business plans**
- **Proposals**
- **White papers**
- **Resumes**
- **Memos &**
- **Covering letters**

Types of Career in Professional Writing

- **Academic Writing:** Writing scientific ideas and research in a simple, understandable and authentic manner.
- **Business Writing:** Emails, memos, notices and informal or casual business writings.

- **Creative Writing** : Writer to present with his inner creativity, originality and innovation involving inner thoughts, feelings and opinion.
- **Technical Writing** : Simplify complex operations or technicalities to make it understandable to a common man.
- **Copy/Content Writing** : Writings involving advertisements, marketing and promotional materials, website write-ups, social media and blog articles etc.

How to improve?

- **The ability to write well can be a big boost to the career of an individual.**
- **Communicating with potential job providers, sending an email to Superiors and Professors, writing a report, are done with improved writing skill.**
- **There are eight tips to improve the style of Professional writing skills.**
- **By practicing these regularly, one can easily improve the style of writing in Professional English.**

- 1. KNOWLEDGE IS STRENGTH:** The writer will lose credibility if the information written is not accurate and reliable. The information to be given should be double checked before being communicated.
- 2. BE CONCISE:** Everyone is short of time. In order to get the attention of readers, the writing needs to be concise. Use short sentences and paragraphs to keep text readable, and put the main point in the first sentence.

- **AVOID AMBIGUITY**: Once the draft is completed, look for ambiguous or ideas that can be misunderstood. Read the writing from the audience's point of view. Search for words with multiple meanings and replace them with more precise alternatives.
4. **Use Online Tools**: Get writing support from online tools like:
- **Easy Word Counter**: To check the length of writing.
 - **State Of Writing**: Helpful for writing styles.
 - **Grammarly**: Helps with grammar & spelling
 - **Cite It In**: Helps to cite sources

5. **BE DETAILED** : Try to present as much information as possible, so that the readers, need not ask for more information on the writing.
6. **COURTEOUS TONE** : Tone just matters much and it affects or supports writing. It can tell readers whether the writing is curt, rude or unfriendly or courteous. While writing, use a friendly tone that invites readers to pay more attention.

7. WRITING IS NECESSARY OR NOT :

Writing a message or an email may not be the best way to contact a person in a particular aspect, where it requires face to face or phone conversation.

➤ 8. EDIT AND PROOFREAD :

- Ensure that the writing is properly proofread and edited before it is sent.**
- Even a single letter in the wrong place in the wrong word can lead to embarrassment later.**
- ‘Spell check’ in the computer may not show everything. So make sure to read the writing carefully.**

Summing up

- **Each profession requires writing work in some form or other.**
- **If the written content carries grammatical or factual errors, people will not take it seriously.**
- **Professional writing skills help Superiors, peers, colleagues or friends to understand the written message.**
- **In the world of social media posting, texting, email communications, blogs and beyond, good writing is essential to convey the points effectively.**

TEXTING

Dr. N.C. VETHAMBAL

M.A.(Eng), M.S. (Edu. Mgt), M.Phil., M.Ed., P.G.D.T.E., Ph.D.

Associate Professor

Department of English

Government Arts College (Autonomous)

Coimbatore – 641 018.

Online class taken on 08-09-2020

between 9am and 9.50am

to II M.A. English students

MESSAGING TEXT OR TEXTING

- It is an act of composing and sending electronic messages, typically consisting of alphabetic and numeric characters, between two or more users.
- It is usually done through mobile devices, desktops/laptops, or other type of compatible computers using Internet connection.
- The term originally referred to messages sent using the Short Message Service (SMS).
- It has grown beyond alphanumeric text to include multimedia messages using the Multimedia Messaging Service (MMS) containing digital images, videos, and sound content, as well as ideograms known as emoji (happy faces, sad faces, and other icons), and instant messenger applications.

PURPOSE OF TEXTING

- **Text messages are used for personal, family, business and social purposes.**
- **Governmental and non-governmental organizations use text messaging for communication between colleagues.**
- **Sending of short informal messages has become an accepted part of many cultures, as happened earlier with emailing.**
- **This makes texting a quick and easy way to communicate with friends, family and colleagues, including in contexts where a call would be impolite or inappropriate (e.g., calling very late at night or when one knows the other person is busy with family or work activities).**

- **Like e-mail and voicemail and unlike calls, texting does not require the caller and recipient to both be free at the same moment; this permits communication even between busy individuals.**
- **Text messages can also be used to interact with automated systems, for example, to order products or services from e-commerce websites, or to participate in online contests.**
- **Advertisers and service providers use direct text marketing to send messages to mobile users about promotions, payment due dates, and other notifications instead of using postal mail, email, or voicemail.**

RECENT DEVELOPMENTS

- **Internet-based mobile messaging have grown to popularity in 2013, with nearly 10 trillion messages being sent through each technology.**
- **Services such as Facebook Messenger, Snapchat, WhatsApp and Viber have led to a decline in the use of SMS in parts of the world.**
- **Research has shown that women are more likely than men to use emoticons in text messages**

USES

- **Microblogging**
- **Emergency services**
- **Reminders of hospital appointments**
- **In workplaces**
- **Group texts**
- **Premium content**
- **Online SMS services**

E MAIL

Dr. N.C. VETHAMBAL

M.A.(Eng), M.S. (Edu. Mgt), M.Phil., M.Ed., P.G.D.T.E., Ph.D.

Associate Professor

Department of English

Government Arts College (Autonomous)

Coimbatore – 641 018.

Online class taken on 08-09-2020

between 9am and 9.50am

to II M.A. English students

WHAT IS E MAIL?

- **This is the short for electronic mail.**
- **E-mail or email is information stored on a computer that is exchanged between two or many users over telecommunications.**
- **More plainly, e-mail is a message that may contain text, files, images, videos or other attachments sent through a network to a specified individual or group of individuals.**

HOW TO SEND AN E MAIL?

- **Open the email client, eg. Microsoft Outlook, or if using webmail open a browser and enter the webmail address, eg <http://www.gmail.com> and log in.**
- **Click 'New' or 'Compose'.**
- **Enter the intended recipient(s) email address(es) in the 'To' field.**
- **Write a suitable subject in the 'Subject' field.**
- **Write the message in the space below the Subject field.**
- **Click 'Send' to send the email.**
- **There's the option to add an attachment, eg a photo.**

RECEIVING EMAIL

- **Email clients and webmail periodically check for new emails.**
- **A manual check can be performed by clicking 'Send and Receive' in an email client or by refreshing the page when using webmail.**
- **Email clients download attachments automatically but webmail users must choose to download attachments.**

ADVANTAGES

- **Emails are delivered extremely fast when compared to traditional post.**
- **Emails can be sent 24 hours a day, 365 days a year.**
- **Webmail means emails can be sent and received from any computer, anywhere in the world, that has an internet connection.**
- **Cheap - when using broadband, each email sent is effectively free.**
- **Dial-up users are charged at local call rates but it only takes a few seconds (for conventional email, eg text only) to send an email.**
- **Emails can be sent to one person or several people.**

DISADVANTAGES

- **The recipient needs access to the internet to receive email.**
- **Viruses are easily spread via email attachments (most email providers scan emails for viruses).**
- **Phishing - sending an email to a user falsely claiming to be a legitimate company to scam the user into providing information, such as personal information and bank account numbers on a bogus website. The details will then be used for identity theft.**
- **No guarantee the mail will be read until the user logs on and checks their email.**
- **Spam - unsolicited email, ie. junk mail.**

PARTS OF AN EMAIL MESSAGE

- An email message consists of the following general components:
- **Headers** contain the following information:
 - **Subject**. It is a description of the topic of the message.
 - **Sender (From)**. This is the sender's Internet email address.
 - **Date and time received (On)**. The date and time of the message.
 - **Reply-to**. This is the Internet email address that will become the recipient of your reply if you click the Reply button.
 - **Recipient (To:)**. First/last name of email recipient, as configured by the sender.
 - **Recipient email address**. The Internet mail address of the recipient, or where the message was actually sent.
 - **Attachments**. Files that are attached to the message.
- **Body**
 - The body of a message contains text that is the actual content,

DIFFERENT FEATURES OF EMAIL

- **Automatic reply to messages**
- **Auto-forward and redirection of messages**
- **Facility to send copies of a message to many people**
- **Automatic filing and retrieval of messages**
- **Addresses can be stored in an address book and retrieved instantly**
- **Notification if a message cannot be delivered**
- **Emails are automatically date and time stamped**
- **Signatures can be attached**
- **Files, graphics or sound can be sent as attachments, often in compressed formats**
- **Webmail and mobile email can be used to receive and send messages while on the move.**

WRITING A MEMO

Dr. N.C. VETHAMBAL

M.A.(Eng), M.S. (Edu. Mgt), M.Phil., M.Ed., P.G.D.T.E., Ph.D.

Associate Professor

Department of English

Government Arts College (Autonomous)

Coimbatore – 641 018.

Online class taken on 18-08-2020

between 9am and 9.50am

to II M.A. English students

WHAT IS A MEMO?

- **When a business or organization grows, there is a need to write plenty of short and direct communications to others. This means one must know the format of a memo.**
- **A memo, or memorandum, is one of the most common forms of business communication.**
- **The format of a memo is an entirely different.**
- **A salutation and signature are no longer necessary, because the point is to convey needed information or communicate a call to action as quickly and efficiently as possible.**

- **A memo is actually short for Memorandum.**
- **It is one of the most used means of official communication in the business world.**
- **Its main purpose is to serve as a reminder or to give some instructions.**
- **Again these like circulars are a means of mass communication, i.e. to communicate with a large number of people within the organization.**
- **Usually, a memo is written for one of the following five reasons:**
 - **as a reminder**
 - **highlight an event or circumstance**
 - **to recount an event**
 - **keep an official record of anything**
 - **to pass information or instructions**

Why a memo? & Advantages

- Memos have been a popular way for communicating for over a century now.
- They are a very cost effective way of mass communication. Their transmission is also very cheap.
- Another advantage is its simplicity. They are very simple to write and understand.
- Memos tend to be brief and to the point. They also reach a lot of people. So they are very time-saving as well.
- They also serve as evidence in case of a dispute.

How to write a memo?

- Traditionally, a print out of a memo was distributed to relevant parties inside the business establishments.
- Today, memos are sent as an email message, to communicate important information to colleagues in a way that demonstrates professionalism and business communications of the writer.
- Write in an extremely crisp, to the point, businesslike tone.
- Memos are often used for internal company communications. Don't want to waste colleagues' time with niceties or by being overly conversational.

- **Avoid using emotional language—such as,**
 “I would be happy if everyone took turns cleaning the office in the break time”—
 “because you might rub people in the wrong way”.
- **The same goes for writing IN ALL CAPS or using exclamation points, especially if the memorandum is conveying news that may upset people.**
- **It is always better to be straightforward and to share information as quickly as possible.**
- **The memorandum’s message should start with a declaration of purpose:**
 “I am writing to inform you....”
 “The purpose of this memo is to....”

- Then summarize the information relevant to the matter at hand.
- The memo can be closed with a call to action, repeating the request made at the beginning of the memo.
- Check the grammar and spelling in the memo a thoroughly.
- Also choose easy-to-read fonts such as Times New Roman or Arial.
- Limit the subject of the memo to the particular matter at hand that is needed for the staff to act on:

“This memo is a reminder that expense reports need to be submitted by the end of day on Friday.”

What should be the size of a memo?

- The most important rule when composing a memo is that *less is more*.
- Employees or colleagues should not spend all their time reading lengthy memorandums (or even worse, ignoring them).
- Get to the point quickly, so that action can be taken on the point immediately.
- The memo may go above the head if the memo is running longer than a page.
- If needed, split the memo by using headings to make it more digestible.

Structure of a Memo

- 1) Type “MEMORANDUM” at the top of the page
- 2) Address the recipient appropriately.
- 3) Add additional recipients in the CC line
- 4) Write the sender’s name in the “From” line
- 5) Include the date
- 6) Choose a specific phrase for the subject line
- 7) Format the heading properly.

BODY OF THE MEMO

- 1) Consider who the audience should be**
- 2) Skip a formal salutation**
- 3) Introduce the problem or issue in the first paragraph**
- 4) Give context for the issue at hand**
- 5) Support your course of action in the discussion segment.**
- 6) Suggest the actions that the reader should take**
- 7) Close the memo with a positive and warm summary.**

Finalizing the Memo

- **Format the memo properly.**
- **Proofread the memo**
- **Hand-write the initials by the name.**
- **Use memo letterhead**
- **Choose the method of delivery.**

- **To: All Staff and Interns**
- **From: Lilly Rose, Executive Assistant to the President**
- **Date: 15th July, 2020**
- **Subject: Dishes in the Sink**

It has come to our attention that there has been a pile of unwashed dishes that accumulates in the sink by the end of each week. It has gotten so bad that washing one's hands in the kitchen sink becomes an uncomfortable undertaking. Therefore, we are introducing a new policy that mandates that employees wash their dishes as soon as they are done with them, keeping the sink clear for other uses.

If you do not have the time to wash your lunch container or coffee mug, leave it by your desk until you are ready to wash it. Even two or three dirty plates will encourage every person thereafter to leave their unwashed, food-stained dishes and silverware in the sink. Conversely, studies have shown that when a sink is empty, people are more likely to wash their dishes immediately.

Thank you for your cooperation!

Lilly Rose

MEMORANDUM

- To: All Employees of the Accounting Department
- From: Mr. XYZ, Head of Accounts
- CC: Ms. ABC, HR Department
- Date: 25 October 2018
- Subject: Compulsory Training wrt to the New Software
- **As you are all aware, we have recently adopted new accounting software at the company. The decision was taken to improve our accounting procedure and make it more time and cost efficient. A training seminar will be held on 5th November 2018 at 9 am to familiarize the staff with the new software. This is done to make the transition between the software as easy as possible. All employees of the department are required to attend.**

Types of memos

- **Directive memos**, where instructions are given.
- **Status or progress report memos**, where it is reported on the status or progress of some project or event.
- **Field or trip report memos**, where key information about events are documented that occurred in the field or during a trip.
- **Request Memo**: The objective of a request memo is to gain a favorable response to a request. The memo must be written in a convincing way.