

WRITING MEMOS AND LETTERS



Notes

Communication in the office is quite different from personal communication. In the office, we need to keep in mind office procedures and rules. Written communication in the office is meant as much for record as for reference. Two very important kinds of written communication in the office are memos and letters. The aim here is to provide you with a comprehensive understanding of how to write effective memos and letters for various purposes.



LEARNING OUTCOMES

After completing this lesson, the learner:

- Recognises different styles of letters;
- Identifies different components of effective letters;
- Develops the ability to use clear, concise and professional language in memos and letters.
- Composes memos and letters based on real-life situations;

23.1 MEMO

The Long man Concise Dictionary of Business English defines memo as

“an in formal written or typed message to someone in the same office or organisation, sent in place of a letter.”

Or

“a short informal note or report-on some deal or event or conversation.”

A memo is a brief written message used primarily for internal communication within an

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organization. Memos are used to share information, updates, or instructions with colleagues or subordinates. A memo is generally used for sending messages from one department to another within the same organization.

STRUCTURE

- **Heading:** Includes the word “Memo” or “Memorandum,” date, to, from, and subject.
- **Opening:** Briefly states the purpose of the memo.
- **Body:** Provides detailed information, including background, discussion, and any action required.
- **Closing:** Summarizes the memo’s main points or actions needed, and includes a polite sign-off.

Given below is an example of a memo.

MEMORANDUM

4 th Nov. 2000

From:- Director (Building)

Subject:- Security Measures

To:- The Security Manager

After three incidents of theft of scooters in the previous week from our parking shed, it is important that security measures should be tightened with immediate effect. A strict check at the entrance and exit gates is required. Only permanent token holders should be allowed to park their vehicles in the parking shed.

(a) Please issue identity cards to all the employees of the establishment with their recent photographs.

(b) Each employee should be given a token for his/her vehicle.

A full-time parking shed caretaker should be appointed with immediate effect. Financial sanction be obtained. Manager (Personnel) be consulted about the recruitment rules.

Please discuss these and other security measures with members of the staff. Their suggestions will be welcome.

Sd/

Director (Building)

The short form of memorandum is memo.

So, office memos are:

- neither letters nor notices
- provides instruction and information.

23.1.1 HOW TO WRITE A MEMO?

While writing a memo you should keep in mind the following points:-

- State the subject clearly and precisely.
- Get to your main message directly.
- Make your sentences short and simple.
- Give preference to direct statements using personal pronouns if necessary; e.g., instead of saying,

“The chairman has desired that all section heads prepare monthly reports on the implementation of the project and submit the same to the undersigned for compilation.”

You can say:

“I have been asked by the Chairman to compile all monthly reports on the implementation of the project. Please send me a report pertaining to your section by the 7th of the month.”

- Break up your message into points.
- Make it brief because your reader may be a busy person and may not have time to read a long message.



INTEXT QUESTIONS 23.1

1. Given below is a jumbled-up memo. Put the sentences in their right order and rewrite the memo in your exercise book.



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Writing Memos and
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From:- Supervisor

Subject:- Misuse of Computers

To:- Mr XYJ

Computers are shut down properly after use.

Games and other means of personal amusements are not played on office computers.

Please ensure that the following measures are followed strictly by members of the staff.

Computers in the common pool are not switched off after use.

Computers are used for playing games.

On the subject stated above it has been observed that:-

sd/

Supervisor

2. You are organising a community service project for the welfare of the street kids in your locality and need volunteers. Write a memo to your classmates explaining the project, its significance, expected outcome and requesting volunteers. Mention the date, time, and how they can sign up to help.
3. As a Class Representative, you need to remind students, on behalf of your teacher, about the upcoming deadline for a project submission. Write a memo that details the submission date, project requirements, and whom to contact for questions.
4. Imagine you are the Head of the Student Council, and you need to inform your fellow students about an upcoming school event to showcase Honourable Prime Minister Narendra Modi's vision for Viksit Bharat. Write a memo announcing the event, including the date, time, location and any preparations they need to make.

23.2 LETTER

A letter is a written message from one party to another containing information. Letters can be formal or informal and are used for a variety of purposes including communication with external entities like businesses, institutions, or individuals.

STRUCTURE

- **Sender's Address:** Your address at the top right corner.
- **Date:** Below the sender's address.
- **Recipient's Address:** The address of the person you are writing to, placed on the left, starting below the date.
- **Salutation:** "Dear [Name/Title]," to greet the recipient.
- **Body:** Introduction, main content, and conclusion.
- **Closing:** "Yours sincerely," followed by your signature and name.
- **Enclosures:** Mention any documents you are including with the letter.

TIPS FOR EFFECTIVE WRITING

- **Be Clear and Concise:** Use simple language and get straight to the point.
- **Use Proper Format:** Follow the structure for letters closely.
- **Proofread:** Always check your writing for spelling and grammar mistakes.
- **Be Courteous:** Maintain a dignified tone throughout your letter.

23.2.1 LETTER OF COMPLAINT

A letter of complaint is a formal way of communicating your dissatisfaction with a service or product. It's important to be clear, concise, and respectful, even when you're unhappy with something.

We often have to write letters of complaint to various organisations. This skill is very useful when you need to convey our issues with a product or a service, in a formal and constructive manner.

While drafting letters of complaint we have to state the complaint clearly and be polite without blaming anyone. We also have to give relevant references and details. We must state very clearly what we want the company to do.

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ADDITIONAL POINTERS

- **Stay Polite and Respectful:** Even if you're upset, a polite tone is more likely to result in a positive outcome.
- **Provide Evidence:** Attach or mention any receipts, warranties, or photographs that support your complaint.

Here is an example:

From:- 24th Dec, 2023

Rocky Pens
Mayapuri Industrial Area, New Delhi

To:-

Neverlock Fountain Pens
Okhla Estate, New Delhi

Subject:- Defective supply.

Dear Sir,

We wish to complain about the 500 ball point pens supplied vide your invoice letter No. NL/RP/. FP/ 2023 dated 28th Nov, 2023.

We regret to inform you that only 100 pens are in working order. Rest of the supply has one or two of the following defects:

Cracks in caps
Loose clips
Dry refills

Please replace the 400 defective pens at the earliest.

Looking forward to your early action.

Your sincerely

A D Gupta

The above letter contains the following:

Sender's Name and Address Address of person or firm intended for	Date
Subject	
Body	
references	
nature of defect	
request for replacement	
Closing	



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INTEXT QUESTIONS 23.2.1

1. Imagine that you are the Manager of VXT Textiles, Ludhiana. You had placed an order for the supply of 16 boxes of Silk Sarees with Shree Cloth Mills, Chennai. But you have received 16 boxes of Chennai Cotton Sarees. In your exercise book, write a letter of complaint and request for replacement.
2. Imagine you bought a new Samsung smartphone online from Amazon, but it stopped working within a week. Write a letter to Amazon complaining about the faulty product. Request a replacement or refund. Provide evidence of your purchase and the problem being faced.
3. Write a letter to the Manager complaining about the poor service you received at the Swagat restaurant, Ahmedabad, on your birthday. Describe the issues with the service and how it affected your celebration. Suggest how they might improve their service in the future.
4. You received a bill from your internet service provider, Airtel, charging you for a plan that you did not subscribe to. Write a letter to the Area Manager, Customer Service, Airtel, highlight the error, provide evidence of your actual plan, and ask for the bill to be corrected.

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A letter of enquiry is formal communication asking for specific information or details. It should be clear, concise, and to the point, ensuring the recipient understands exactly what information you're seeking.

This type of letter is used when you seek information, clarification, or details about something. It could be about a course, product, service, or any general information. By mastering the art of writing enquiry letters, you can effectively communicate your curiosity and obtain the information you need.

Here is a sample letter of enquiry.

From:

International Correspondence College,
New Delhi

21st Jan. 2001

To:-

M/s. Eagle Offset Printers.
Naraina Vihar,
New Delhi

Subject:- Enquiry about the progress of printing and supply of lessons.

Ref.:- (i) Your letter No. ICC/L/Eagle/2000, date 19th Dec.
(ii) Your letter No. ICC/L/Eagle/2000, date 12th Nov.

Dear Sir,

With reference to the above subject you are requested to let us know the following:

No. of lessons yet to be printed.

No. of illustrations yet to be made.

Date of dispatch of the printed material.

We would like to inform you that you are already late by two weeks.

As per clause 3 (b) of the agreement a fine of Rs. 100/- per day will be charged for delay in completion of the assignment.

Kindly treat this matter as most urgent and send us the material immediately.

Yours sincerely,

(Vinod Mankad)

Dy. Director

While writing a letter of enquiry remember the following points:-

- the contents of the letter should mention references (letters and agreements) of both parties (sender and addressee)
- the enquiry should be specific
- it should make clear that the matter is urgent and needs special attention



INTEXT QUESTIONS 23.2.2

1. Here is an incomplete letter of enquiry. Complete it by filling up the blanks. you can use the words given in the box. details, terms, requirement, manufacturers, reference, enquiry

details, terms, requirement, manufacturers, reference, enquiry

From:

Trendy Furniture Ltd.,
Bhopal

To:

The Principal
SJ School,
Delhi

Subject: i about details of furniture requirement.

Dear Sir,

This is with ii to your advertisement in the Indian Express, inviting tenders for steel/wooden furniture.

We happen to be one of the leading iii of steel furniture in Bhopal.

Could you please give us iv of your v and other vi and conditions if any.

We offer a 10% discount to educational institutions.

We hope to hear from you soon.

You sincerely,

S K Jha



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2. Imagine you are interested in a specific course offered by the Ramakrishna Mission Institute of Culture, Kolkata. Write a letter to the Program Manager enquiring about the course details, such as duration, fees, eligibility criteria, and the admission process.
3. You want to buy a laptop from Lenovo and have shortlisted a model. Write a letter to the Lenovo Retail store enquiring about the laptop's availability, price, warranty period and any ongoing offers or discounts.
4. Write a letter to the NGO, Akhand Uday Foundation expressing your interest in volunteering with them for rural development activities and poverty alleviation and skill development workshops. Ask for information about their upcoming projects, volunteer roles and how you can join.

**WHAT HAVE YOU LEARNT**

- Letters are written on a letter head but memos are written on a plain sheet of paper or on a memo format.
- The format for letters and memos is different.
- The style of writing is indirect in letters but is direct in memos.

**TERMINAL QUESTIONS**

1. Given below is an incomplete letter of complaint. Complete it by using the following clues:-
 - An order of 1200 silky blankets packed in 12 wooden boxes was placed- only 900 blankets packed in 9 boxes has been received-remaining 300 to be sent as soon as possible so that the same can be distributed before month end.

Dear sir,

We have received your consignment of silky blankets against our order No. AK/I/231, dated 16th March, 2000.

We regret _____



Yours sincerely,

XYZ

- Given below is the text of a memo sent from the Manager to Mr. Rakesh Kumar confirming the decision reached at a meeting. The meeting was held to discuss Mr. Kumar's leave application as well as necessary follow up action. Number the sentences in the right order.

I am writing this to confirm the decisions reached yesterday at our meeting.

You will be allowed to leave office one hour in advance, i.e. at 4.00; p.m.

You will be given leave with full pay for ten days from May 1st to May 10th to enable you to take the CS exams.

From May 11th you will follow the working hours except that you will put in three hours of extra work on all Saturdays in May to complete the Annual Report.

This arrangement will continue till April 30th, when your CS exams begin.

You will henceforth be at your desk no later than 10.00a.m. and shall work through the lunch hour to partially make up for the time lost in the morning.

- Imagine you are the Head of your school's Student Cultural Committee. Write a memo to your committee members informing them about an upcoming event and their responsibilities.
- Write a formal letter to the Principal of your school requesting permission to organise a science exhibition on World Students' Day, October 15, late Dr A P J Abdul Kalam's birthday. Include the purpose of the exhibition, the proposed dates, and how it will benefit the students.



ANSWERS TO INTEXT QUESTIONS

23.1

1.

From:- Supervisor

Subject :- Misuse of Computers

To :- Mr.- XYJ

On the subject stated above it has been observed that:-

1. Computers in the common pool are not switched off after use.
2. Computers are used for playing games.

Please ensure that the following measures are followed strictly by members of the staff.

1. Computers are shut down properly after use.
2. Games and other means of personal amusements are not played on office computers.

sd/-
Supervisor

2. Individual answer

3. Individual answer

4. Individual answer

23.2.1

1. Individual answer

2. Individual answer

3. Individual answer

4. Individual answer

23.2.2

1. i. enquiry ii. reference iii. manufacturers iv. details
v. requirement vi. terms

2. Individual answer

3. Individual answer

4. Individual answer



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