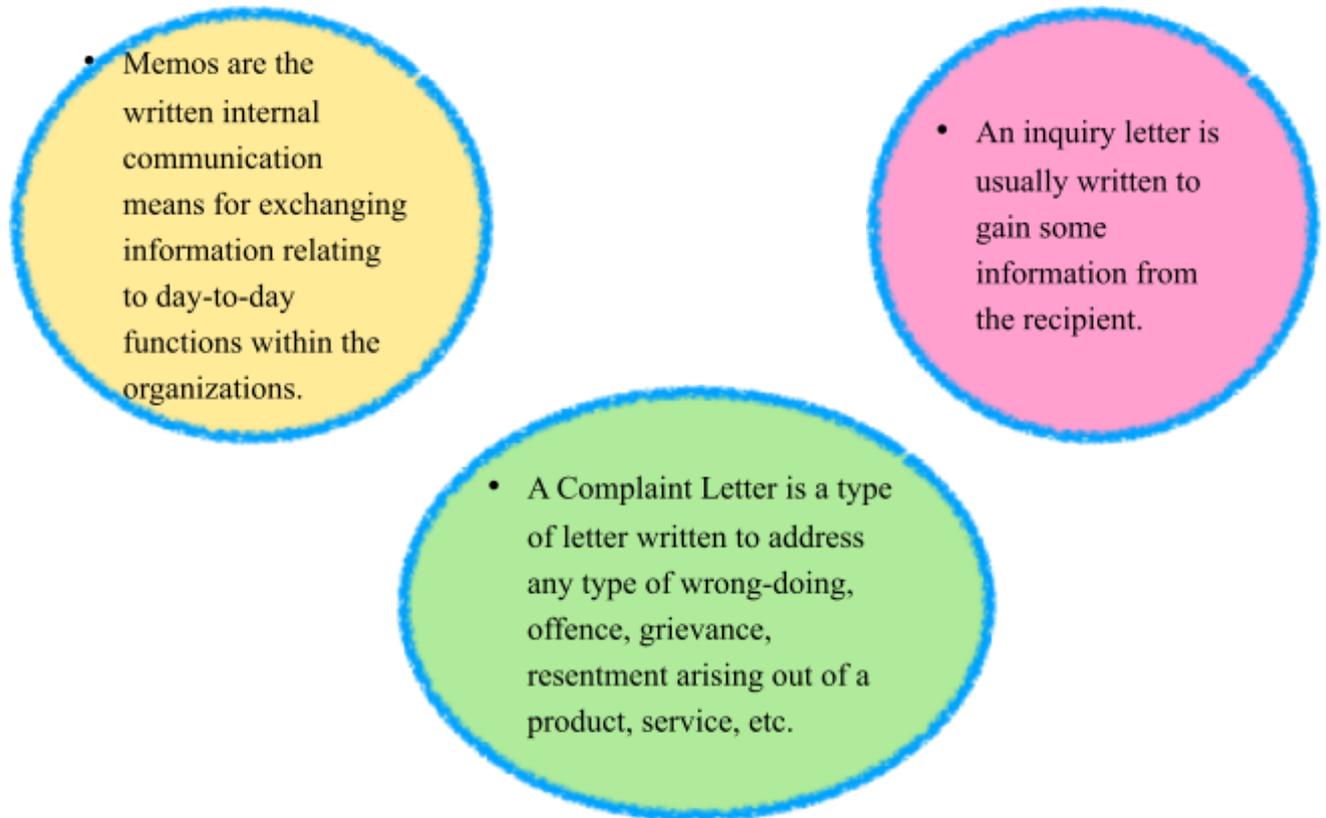


Chapter-27B

Writing memos and letters

Summary



Important points from the text:

- Memos and letters are a very important part of written communication in offices and formal organisations.

Memo

A memo is used to communicate something of immediate importance to people within a business or organisation. A memo is generally used for communicating policies, procedures or related official business within an organisation. Office memos are instructional and give information.

Steps for writing a memo:

- State the subject clearly
- Get to the main point directly

- Make sentences direct, short and simple.
- Include pointers in your memo.
- Make your memo as brief as possible.

Memorandum

From: Vijay Sharma, HR Manager

Date: 11 January 2021

Subject: Suspension without pay for absence without notice

To: Prakash Dev

Please note that the company has decided to take action against you for being absent from duty for 15 days without prior intimation. Keeping in mind earlier instances of unauthorised absence from work despite repeated warnings, management has decided to suspend you without pay for a period of one month with immediate effect.

We sincerely hope that you will cooperate with us and not take any unauthorised leave in future.

Please note that repeated violation of company rules may result in termination.

Sd/
Supervisor

• **Formal letter**

A formal letter is a letter drafted to other organisations. Letters of complaint are important to state complaints clearly and politely. Letters of enquiry are important to probe and to make clear that the matter is urgent and needs special attention.

Letter of complaint

Examination Branch

Sector-21, Noida

January 21, 2021

The director

Oxford Publishing House

London

Subject- Complaint regarding receipt of wrong set of books.

Sir/Madam

On January 1, 2021 our organisation bought a book set (Order No. 00033566) to be delivered to Noida Sector-21.

To my distress, I have not received the set I ordered for and have instead, received the wrong book set. I am highly disappointed.

To resolve the problem, I would appreciate it if you could replace the wrong book set with the one originally ordered. Please let me know as soon as possible what action you propose to take. I look forward to hearing from you within the next 5 days.

Yours Sincerely,

Sumit Joshi

DD- Examination branch, Noida

Letter of enquiry

76 D, MG Road,
New Delhi 110063
23 July 2020

The Director
National Institute of Open Schooling
Sector 62, Noida
Dear Sir/Ma'am

Subject: Inquiry regarding course in Yoga

In reference to your advertisement regarding the courses in yoga offered by your reputable institute, I want to state that I am currently in X class and preparing for my final exam. I am very much interested in yoga asanas and want to take it as a career. Kindly send me the prospectus and the application form. I would be highly grateful if you could provide me with information related to yoga and meditation.

Yours sincerely

Nisha Ahuja

Student of NIOS

Enrollment number: 11006785343

For writing an effective formal letter, the following headings should be kept in mind:

- Sender's address
- Date
- Receiver's address
- Subject
- Salutation - sir/ma'am
- Introduction
- Body

- Conclusion
- Closing - yours truly, sincerely
- Signature, Name and details.

Important words from the text:

- Communication: imparting and exchanging of information
- Implementation: the process of putting a plan into effect.
- Brief: short duration/ short lived
- Replacement: the action of process of replacing someone or thing.

Evaluate Yourself:

1. You are the office manager and want to remind everyone to clean up after lunch in the lunchroom themselves. There was recently an infestation of rats. The building has since been fumigated but the cooperation of staff to prevent a re-infestation is still required. State the purpose of the memo, the reasons for sending it (i.e. the kind of behaviour you have noticed) and what actions you want to be taken.
2. You are Suman of 133, Paschim Nagar, New Delhi. A number of scooters and cars have been stolen from your locality. Write a letter to the local Secretary of the Resident's Association complaining against this problem.
3. You are Surya living in Delhi. You and your family are planning a holiday and you come across an advertisement from 'Make my Trip' regarding tour packages. Select a destination of your choice. Write a letter making necessary enquiries from the tour company before you make your final decision.