



Memo

Memos are a form of communication that can be written on paper or sent as an attachment via e-mail. They usually are created by people within a company for either the entire company or for specific groups for the purpose of reporting information, announcing policy changes or new policies, giving valuable instruction to groups of people, or delegating responsibility. Memos are moderately formal and are formulaic. Most companies have their own formatted memo form that includes the company logo. When using a company's formatted memo form, if you have more than one page of information, print the following pages on plain white paper.

Elements of a Memo:

1. **Heading:** If there is no official company heading, keep all the information justified on the left side.
 - A. Organization's name (without address).
 - B. Date: The month is always spelled out.
 - C. To: Specify the individuals by full name and formal title, and groups by title of the group.
 - D. From: Your name and title—initial your name after it is printed.
 - E. Subject: The purpose statement or what the memo is about—be brief, but specific.

2. **Text Body:** The body should contain a specific point, a brief summary, and prominent recommendations.
 - A. The text body should be formatted similarly to a letter and should contain the following information:
 - I. The point or purpose of the memo uses infinitive verbs that point to what you want someone to know, to believe, or to do. This is very important. The statement of purpose should start the memo.
 - II. The brief summary serves as an organizer for what is to come. It basically summarizes the discussion's topics.
 - III. The discussion might begin with background information—facts the reader will need to know for understanding.
 - IV. The conclusion follows the discussion.
 - V. The prominent recommendations are action steps that are bulleted or numbered to allow the reader to see an organized plan.
 - B. Use headings and bullets when appropriate
 - I. Informative headings are used to make the memo easier to read.
 - II. Bullets or numbers provide the reader with easy organization for quick reading.

3. **Miscellaneous Elements:**
 - A. Notations for identifications, enclosures, and copies.
 - B. Continuation page will look like the continuation page of a letter.
 - C. Initial your signature next to your name in the heading.



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Note: Memos should be short and focused. The most important information should come first and the reasons later. Be explicit about what you want the reader to do. Avoid sending memos to people who do not need the information.