**MEMO / MEMORANDUM**

**MEMO FORMAT:**

* Memo (short for memorandum) is a business-oriented style that is best suited for interoffice or intercolleague correspondence. More informal in tone and organization than a letter, memos are used for internal issues in the organization. Sample bellow gives examples of possible usage and content.
* Keep your memos to one page. Use standard margins.
* In the provided sample on the next page, replace the red text in brackets **[ ]** with the component indicated. Don't type the brackets!

**MEMO COMPONENTS:**

More informal in appearance and tone than a letter, a memo is set up in a special format. Headings, lists, tables or graphs are often used to make the information more readable. All memos consist of two sections: the heading and the body.

**HEADING:** The heading indicates who is writing to whom, when, and why. The heading should include the following parts:

1. **To**

* lists the names of everyone who will receive the memo
* includes the first and last name and titles or departments of the recipients for formal memos
* if all recipients know each other's names and positions, use just the first initial and last name of each recipient
* arrange the names by rank, department or alphabetically

1. **From**

* lists the name of the writer(s) in the same way as the name(s) of the recipient(s)

1. **CC:**

* lists those readers who should have a copy of the memo for their information or reference but are not expected to carry out the same action as the recipients listed in the To: line

1. **Date**

* lists the month, date, and year the memo was written
* do not use abbreviations

1. **Re:** or **Subject**

* indicates the main subject of the memo
* should be as specific and concise as possible

**BODY:** The body of the memo conveys the message and generally consists of 4 parts:

* **Introduction** - states the general problem or main idea
* **Statement of facts** - states the facts or discusses the problem or issue
* **Argument** - explains importance or relevance of facts
* **Conclusion** - summarizes the main idea, suggests or requests action

**SAMPLE ON THE NEXT PAGE**

**LETTERHEAD**

*(optional)*

**MEMO**

**To:** [Recipient’s Name]

**From:** [Your Name]

**CC:** [Names receiving copy (optional)]

**Date:** [Month day, year]

**Re:** [Subject, reason for writing the memo]

There are four types of memos you might have to write, each with its own organizational format: information, problem-solving, persuasion, and internal memo proposal.

Information Memo

* used to deliver or request information or assistance
* first paragraph provides main idea
* second paragraph expands on the details
* third paragraph outlines the action required

Problem-solving Memo

* suggests a specific action to improve a situation
* first paragraph states the problem
* second paragraph analyzes the problem
* third paragraph makes a recommendation
* when making a recommendation, include not only the positive details but also the drawbacks and diffuse them yourself

Persuasion Memo

* used to encourage the reader to undertake an action he or she doesn't have to take
* first paragraph begins with an agreeable point
* second paragraph introduces the idea
* third paragraph states benefits to the reader
* fourth paragraph outlines the action required
* fifth paragraph ends with a call to action

Internal Memo Proposal

* used to convey suggestions to senior management
* first paragraph states reason for writing
* second paragraph outlines present situation and states writer's proposal
* third paragraph describes advantage(s)
* fourth paragraph mentions and diffuses disadvantage(s)
* fifth paragraph ends with a call to action