

Routine messages in business settings happen at regular intervals: daily, weekly, monthly, or quarterly. **Memorandums** (memos) and **E-mails** are concise messages used for internal communication in a business. They are used between employees and between managers and employees.

Because memos and e-mails are used for quick communication, they need to be focused, clear and to the point. Therefore, you need to include very specific information in order for your message to get across accurately and effectively.

## Memos

All memos have the same basic components giving the receiver specific information about an action that needs to be done, or simply to relay a message.

Here is an example of a typical business memo:

# Memorandum

**To:** Humber College Writing Centre  
**From:** Jerry Thomas, HSF PR Manager  
**Date:** August 15, 2012  
**R:** Group Orientations and Campus Tours for New Humber Students

This is to inform you that the HSF Public Relations department will be conducting small group orientation sessions as well as Campus Tours during Orientation Week.

Every day, starting September 4 through September 7, HSF volunteers will take new Humber students around campus to inform them of the different services available to them to help them be successful in their programs of study.

There will be 4 sessions each day with the following scheduled times:

<b>General Area</b>	<b>Specific Departments</b>	<b>Touring Time</b>
Registration	Student records/OSAP	10:00 to 10:45 a.m.
Book Store	Book store/Career Services	11:00 to 11:45 a.m.
Library	Library/ Peer Tutoring/IT Services	12:00 to 12:45 p.m.
Guelph-Humber	Learning Commons/Writing Centre/Library Research	1:00 to 1:45 p.m.

Please be ready to give a mini presentation (5 minutes long) to the group and present an overview of the services you provide to students at Humber. If you have promotional material, have it ready to distribute it to the group so they can contact your services in the future.

If you have any questions about the group tours, please contact me at extension 8545 or at [jerry.thomas@hsf.humber.ca](mailto:jerry.thomas@hsf.humber.ca)

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There are different types of memos that serve different purposes. Here are some examples:

## Information/Instruction Messages

- Share information or instructions
- Remind employees about appropriate rules of conduct
- Announce changes taking place within the company

These are only some examples of what an informative memo can achieve. Regardless of the message, you will need the following information to appear in your memo:

### 1) **Opening**

- Give your main reason for writing the message

### 2) **Body**

- Explain and give details of the information or the process you want the reader to follow

### 3) **Closing**

- Tell your reader how you can be contacted to request more details or if they did not understand the instruction

The example on the previous page is that of an Information/Instruction memo

## Information/Action Request

- Request a specific action from specific individuals
- Inform individuals how to proceed with a specific command

### 1) **Opening**

- Ask important questions and give your command in a polite manner

### 2) **Body**

- Explain your action request in a logical sequence and be polite
- Ask questions if necessary

### 3) **Closing**

- Request a specific action and provide a deadline, and if appropriate, show appreciation

Turn the page over to see an example!

## Memorandum

**To:** All Tenants  
**From:** Jack Del Monte, Facilities Department x 3643  
**Date:** October 15, 2010  
**R:** Change in Fire Procedures

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As a result of new regulations adopted last month by the city of Mississauga, all public buildings, such as the one we work in, must follow new procedures in case of a fire.

The main new regulation is that all publicly accessible rooms/areas must have a telephone. As you may have noticed, we have recently complied with this new regulation by installing emergency telephones in a number of areas of the building including the food court, the entrance to the movie theatres, and all entrances to the mall. If you are in one of these areas and witness the outbreak of a fire, please do the following:

- 1) Call 911.
- 2) State the name of the building: “Happy Shoppers Mall” and the name of the room/area, e.g. “Movie Theatre”.
- 3) Exit the building using the nearest exit

Please let me know if you have any questions or concerns. My extension is 3643

### E-mails

With more dependence on technology and its ease of use, routine messages can reach their intended audience even faster by using e-mail. E-mails are significant because you are not only able to send your message, but you can also attach additional information, pictures, and documents. You can also cut and paste information from other e-mails or electronic sources making your job a lot easier, faster and efficient.

There are **two types of business e-mails**

#### **Chain e-mail**

Your message is part of an already established chain of messages related to a purpose

#### **E-mails that begin a chain**

You begin an e-mail chain to achieve something and keep those involved informed at all times

E-mails are subject to the same rules as memos. You need the following components:

**From**  
**To**  
**Date**  
**Subject**

And your message should include:

- 1) **Salutation**
- 2) **Message**
  - A short concise message stating your purpose
  - Keep the tone formal and appropriate
  - Remember you are in a business setting, not e-mailing your best friend
- 3) **Brief closing**
  - Keep it simple, such as sincerely, regards, etcetera

Here is a list of what **to do** and **not to do** when you send e-mails.

<b>DO</b>	<b>DO NOT DO</b>
Make sure you have the correct address Do not provide misleading subject lines Be concise Send appropriate information only Edit your work, errors are unprofessional Announce attachments Revise the subject line if the subject changes Assume all e-mail is monitored	Do not use e-mails to avoid contact Do not reply to an e-mail when you are angry Do not engage in bad humour Do not use unprofessional tones Do not send junk e-mail

You can practice writing routine memos and e-mails using these guidelines as well as following the examples in the handout “Memos and E-mails –Practice Scenarios”, which is a complement to this information.