



Notes



302en27B

**27**

## WRITING MEMOS AND LETTERS

Communication in office is quite different from personal communication. In office we need to keep in mind office procedures and rules. Written communication in office is meant as much for record as for reference. Two very important kinds of written communication in office are memos and letters.



### OBJECTIVES

At the end of this lesson, you will be able to:

- write memos;
- write letters of enquiry, and
- write letters of complaint.

### 27.1 MEMO

The Long man Concise Dictionary of Business English defines memo as “an informal 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 generally used for sending messages from one department to another within the same organization. Given below is an example of a memo.



Notes

### 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.

1. (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.
2. A full time parking shed caretaker should be appointed with immediate effect. Financial sanction be obtained. Manager (Personnel) be consulted about the recruitment rules.
3. 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
- they give instruction and information.

#### 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.



## Notes

- 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 7<sup>th</sup> 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 27.1**

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

**MEMORANDUM**

From:- Supervisor

Subject:- Misuse of Computers

TI:- Mr. XYJ.

1. Computers are shut down properly after use.
2. 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.

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

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

sd/  
Supervisor

**27.2 LETTER OF COMPLAINT**

We often have to write letters of complaint to various organizations. 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.

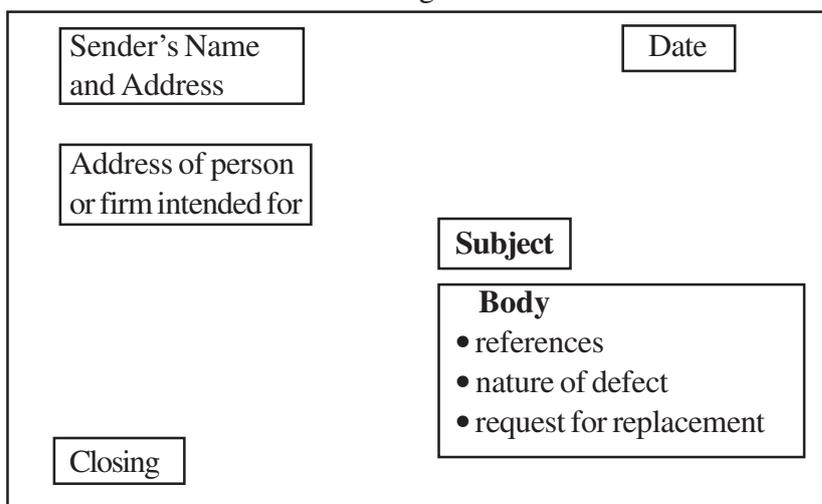
**Here is an example:**



From:-	24th Dec, 2000
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/ 2000 dated 28th Nov, 2000.	
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.	

Notes

The above letter contains the following:





Notes



## INTEXT QUESTIONS 27.2

Imagine that you are the Manger 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 excercise book write a letter of complaint and request for replacement.

### 27.3 LETTER OF ENQUIRY

Here is a sample of a 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:

1. No. of lessons yet to be printed.
2. No. of illustrations yet to be made.
3. Date of despatch 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



Notes

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 27.3**

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

From:

Trendy Furniture Ltd.,  
Bhopal

To:

The Principal  
SJ School,  
Delhi

Subject: \_\_\_\_\_ about details of furniture requirement.

Dear Sir,

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

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

Could you please give us \_\_\_\_\_ of your \_\_\_\_\_ and other \_\_\_\_\_ and conditions if any.

We offer a 10% discount to educational institutions.

We hope to hear from you soon.

You sincerely,

S.K. Jha



Notes



### WHAT YOU HAVE LEARNT

You have learnt about letters and memos. Let us sum up the differences:-

- 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 are different.
- The style of writing is indirect in letters but is direct in memos.



### OVERALL 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

2. 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.



Notes

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

1. You will be allowed to leave office one hour in advance, i.e. at 4.00; p.m.
2. You will be given leave with full pay for ten days from May 1<sup>st</sup> to May 10<sup>th</sup> to enable you to take the CS exams.
3. From May 11<sup>th</sup> 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.
4. This arrangement will continue till April 30<sup>th</sup>, when your CS exams begin.
5. 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.



**CHECK YOUR ANSWERS**

**Intext Questions 27.1**

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

**Intext Questions 27.3**

letter of enquiry (order of words)

enquiry, reference, manufacturers, details, requirement, terms.



---

**Notes****OVERALL QUESTIONS**

1. We regret to inform you that we have received only 900 blankets packed in nine wooden boxes.

As we have to send off the bulk supply by the month end, kindly send in the remaining part of our order i.e. 300 blankets as soon as possible.

2. The right order is :-  
5,1,4,2,3.