

# Writing file 1

## Writing a memo

- 1 Read the text. What type of correspondence is it? How do you know?

**To:** All staff  
**From:** Grace Helston  
**Date:** 27th November  
**Subject:** New roles after departmental restructuring

Further to the recent restructuring in the Sales Department, I wanted to clarify the roles of the following members of staff.

### New responsibilities

#### Patrick Chapman - Team Leader

Patrick is now team leader and oversees the Sales Team, which includes Vaughan, Sarah and Lisa. He reports directly to me. This means he is no longer part of Tony's team.

#### Hazel Cook - After-sales Assistant

We welcome Hazel to the department. She is now responsible for our current client list. She handles complaints and queries and is part of Tony's team.

#### Vaughan Sore - Sales Rep

Vaughan has moved from After-sales to the Sales Team. He now deals with potential new clients and is part of Patrick's team.

If anyone has further questions about the above, my door is always open.

GH

- 2 Read the text again and complete the table.

Name	Position	Responsibilities
Patrick		
Hazel		
Tony		
Vaughan		

- 3 Look at the text again. Are these sentences true (T) or false (F).

- 1 Memos are usually sent between different companies.
- 2 Memos usually have the following headings: *To, From, Date, Subject*.
- 3 The opening paragraph usually deals with the purpose and the overall content of the memo.
- 4 Language used in memos is usually short and to the point.
- 5 The tone of a memo should always be informal.
- 6 You end a memo with *Yours sincerely* or *Yours faithfully*.

- 4 Match the parts of the memo 1–5 to their definitions a–e.

- 1 Heading
  - 2 Opening
  - 3 Task segment
  - 4 Closing
  - 5 Sign off
- a describing the actions or the tasks needed to be followed – the main part of the memo  
b a polite ending  
c follows a general format of: *To, From, Date, Subject*  
d usually the initials of the sender  
e provides the reason for the memo, the context, and introduces the problem / task

- 5 Look at the notes made by Juan Carlos Sapertero, a manager at a large marketing company, during a management meeting. Write a memo based on his notes. Use the information from 4 and the memo above to help you.

### Management meeting - 24th October

Changes in security procedures

ID cards at all times - all staff

Visitors must be signed in / out - given a temporary ID card

Offices to be locked whenever they are empty

Security to check ID on entry

Effect immediate