Memorandums and Letters

Apply correct memo and letter formats.
What are Memorandums?

- A memorandum is a short message from one person to another in the same business or organization.

- Memorandums are usually referred to as memos.

- Memos have no salutation line and no signature area at the end.
Memo Formatting Rules

- Use a standard font style and font size i.e. Times New Roman/Arial and 12 point font.
- Single Space within paragraphs and double space between paragraphs.
- All parts of the memo begin at the left margin, including paragraphs. (Block Style Format)

Margins: TM-2inches, RM-1inch, BM-1inch, LM-1inch
The formal memorandum uses a special heading, sometimes preprinted on stationery. Typically, words in the memo heading are keyed in ALL CAPS, bold, followed by a colon, and double spaced as follows:

**TO:** (Reader’s name)

**FROM:** (Author’s name)

**DATE:** (Complete and current date)

**SUBJECT:** (What the memo is about)
# Keying Formal Memos

| TO: Tab Tab | Receiver’s name (DS) |
| FROM: Tab | Author’s name (DS) |
| DATE: Tab | Current date (DS) |
| SUBJECT: Tab | Memo topic (DS) |
| Body-Message of the memo | Typist initials |

- The memo heading should be keyed in all capital letters, bold, and followed by a colon.
- Use the tab key to align information following the memo heading.
- When keying the body, single space within paragraphs and double between paragraphs.
Parts of a Memo

TO: Foreign Language Department Students
FROM: Mary Seville, Travel Abroad Coordinator
DATE: November 2, 200-
SUBJECT: OPEN HOUSE

Are you ready for a summer you will never forget? Then you will want to sign up for this year’s Travel Abroad Program. You will travel to the country that famous writers like Virgil, Horace, and Dante called home. The music of Vivaldi, Verdi, and Puccini will come to life. You will visit art museums exhibiting the art of native sons such as Michelangelo Buonarotti and Giovanni Bellini.

By now you have probably guessed that we will be taking a trip to Italy this summer. Touring Rome, Florence, Venice, and Naples gives you the opportunity to experience firsthand the people, the culture, the history, and the cuisine of Italy.

If you are interested in learning more about traveling to Italy this summer, attend our open house on November 15 at 3:30 in Room 314.

xx

Shown in 12-point Times New Roman, with 2\" top margin and 1\" side margins, this memo appears smaller than actual size.
Notes to Remember!

- If someone other than the writer of the memo keys the memo, typist initials should be included.
- Typist initials are keyed in lower case with no space and no punctuation.
- If you have an attachment or enclosure notation, double space after typing typist initials and type “Enclosure” or “Attachment.
  - Enclosure-Something is included with the memo.
  - Attachment-Supporting document is attached by a paper clip, staple, etc.
- If someone in addition to who the memo is originally written will be receiving a copy of the memo, include a copy “c” notation.
Types of Letters

Personal—Business Letter

- A personal-business letter is a letter that is sent from an individual using their home address to a person or business/organization.

Business Letter

- A business letter is sent from a business or organization to an individual or to another business or organization.

- Business letters are usually keyed on letterhead. The letterhead can consist of the business’ name, address, phone/fax/email, and logo.
Major Parts of a Letter

1. **Return Address** - the address of the person writing the letter. **Letterhead** if the letter is from a business.

2. **Dateline** - Complete and current date.

3. **Letter Address/Inside Address** - the address of the person receiving the letter.

4. **Salutation** - the greeting of the letter. Example: Dear Sir or Madam:

5. **Body** - the message of the letter.

6. **Complimentary Close** - the ending of the letter. Example: Sincerely yours,

7. **Keyed Name** - the authors typed name.

8. **Handwritten Signature** - the author signs the letter after it has been printed.

9. **Typist Initials** - initials of the typist.
Formatting a Letter

Margins:  
- TM-2 inches
- RM-1 inch
- BM-1 inch
- LM-1 inch

**Block Style** is one method of formatting a letter. In this style of letter writing all parts of the letter are keyed at the left margin.

- Paragraphs should not be indented in this style of letter.
- Use a standard font style and font size i.e. Times New Roman/Arial and 12 point font.
- Single Space within paragraphs and double space between paragraphs.
Parts of a Block Style Letter

- **Return address**
- **Letter address**
- **Date**
- **Salutation**
- **Body**
- **Complimentary Close**
- **Enclosure notation**
- **Copy Notation**

**Letter**
Ms. Julie Hutchinson
1825 Melbourne Ave.
Flushing, NY 11377-2351

**Salutation**
Dear Julie

**Body**
It seems like years since we were in Ms. Gerhig's keyboarding class. Now I wish I would have paid more attention. As I indicated on the phone, I am applying for a position as box office coordinator for one of the theaters on Broadway. Of course, I know the importance of having my letter of application and resume formatted correctly, but I'm not sure that I remember how to do it.

Since you just completed your business education degree, I knew where to get the help I needed. Thanks for agreeing to look over my application documents; they are enclosed. Also, if you have any suggestions for changes to the content, please share those with me too. This job is so important to me; it's the one I really want.

Thanks again for agreeing to help. If I get the job, I'll take you out to one of New York's finest restaurants.

**Complimentary Close**
Sincerely

**Enclosure**
rebecca dunworth

**Copy Notation**—key a DS after the last line of the letter.
Punctuation Styles

Open Punctuation
- There is not a colon or comma in the salutation and there is not a comma in the complimentary closing.

Example:
Dear Ms. Smith
Sincerely yours

Mixed Punctuation
- A colon is in the salutation and a comma is in the close.

Example:
Dear Ms. Smith:
Sincerely yours,
Personal—Business Letter with Mixed Punctuation

Return Address:
The personal-business letter uses the return address with the dateline a single space beneath.

Mixed Punctuation:
The colon is keyed in the salutation and the comma is keyed in the complimentary close.

345 Pee Dee Ave.
Norwood, NC 28128
Current Date

(QS)

Computer Supply Company
245 Vincent Street
Norwood, NC 28128

(DS)

Dear Mr. Wilson:

(DS)

I will need several ink and toner cartridges for my home business. Attached is a list of each type of printer I am currently using. Please send a price list to my home address, which is listed above. Could you also send a catalog of the hardware and software supplied by your company?

(DS)

Thanks for your assistance.

(DS)

Sincerely,

(QS)

YOUR NAME

(DS)

Attachment

(AUTHOR’S KEYED NAME)

ATTACHMENT NOTATION

RETURN ADDRESS

DATELINE

LETTER ADDRESS/INSIDE ADDRESS

SALUTATION/MIXED PUNCTUATION

COMPLIMENTARY CLOSE/MIXED PUNCTUATION

HANDWRITTEN SIGNATURE
Business Letter with Open Punctuation

Letterhead:
The business letter uses letterhead instead of a return address, which consists of the business’ name, address, phone/fax/email, and logo.

Open Punctuation:
The colon is not keyed in the salutation and the comma is not keyed in the complimentary close.
Special Letter Parts

- **Typist initials** are used when someone other than the author types the letter. Typed a DS below the writer’s name, in lowercase letters, with no space or punctuation.

- **Enclosure notation** is used when additional items are included in the envelope with the letter.

- **Attachment notation** is used when additional items are clipped, stapled, etc… to the letter.

- **Copy notation** is used when a copy of the letter is sent to someone in addition to the addressee/letter address.
Block Style Letter with Special Parts

• **Typist Initial**
  Typed a double space below the author’s keyed name.

• **Enclosure Notation**
  Typed a double space below the typist initials.

• **Copy Notation**
  Typed a double space below the enclosure notation.
Notes to Remember!

- A **personal business letter** is correspondence sent from an individual using their home address to a person or organization.
- A **business letter** is correspondence sent from a business to another business or to an individual. Because **letterhead** stationery is used, the return address is not keyed.
- The top margin is usually 2“, side and bottom margins are typically 1“.
- **Block format** is one style of writing for personal-business and business letters in which all parts of the letter begin at the left margin.
- **Typist initials** are the initials of the typist and are used when someone other than the writer prepares the letter. Lowercase letters are used, with no space, and with no punctuation, appearing a double space below the signature.
- **Enclosure/Attachment** and **Copy** notations appear a double space below the typist initials.