

WRITING ROADMAP

[ASSESSMENT: WRITING TASKS]

TASK 4: FILE MEMO - sharing information on project for internal use only

Write the first couple of paragraphs of a memo for the following situation.

SITUATION - All

Waleed needs to make a file note after meeting with the client to update his team on important factors including:

- Regulations still needing to be addressed
- Work to be done
- Vision to completion
- Client's impression of progress to date

**Make up any additional information you need for it to make sense.*

TIP: You might want to watch **Module 4 – The Memorandum** (or Memos) in the e-learning course for more on writing concisely, less personally and more direct.

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TASK 4: FILE MEMO - sharing information on project for internal use only CONTINUED

WRITING CRITERIA			
#	Criteria	Explanation	Example
1	Header info	Use adequate information to indicate who the memo is for. If entering it in an application, this is probably done for you.	To, from, cc, date, subject
2	Context	Introduce your memo with context of where the information has come from.	The progress meeting was held on 24 March between Sandra Beckham, Saeed Hussein, Malcolm March and Waleed Hussein to review...
3	Overview	Share an overview if there is a lot of information.	Discussed items included: <ul style="list-style-type: none"> • Regulations that still need addressing • Successes until now • Improvements required • Vision for completion
4	Body paragraphs	Allocate one paragraph of text to each item in the overview.	The four points above
5	Start with the most important	Start with the most important means doing so at the document, paragraph and sentence level.	The progress meeting was held on... Discussed items included... Regulation DEF Code 2013 has not yet...
6	Head-on sentences	Head-on sentences mean that you are starting the sentence or the paragraph with most important subject for that context. The reader should be able to scan the first few words of each paragraph to quickly know what it is about.	See point above
7	Active voice	Use the active voice as a general rule in English - unless you have a good reason not to. When you prioritise using the head-on sentence structure, you often need to use the passive voice. These decisions give you options when writing.	Regulation DEF Code 2013 has not yet been adequately implemented. <i>If we put it in the active voice, it would read: 'ABC has not yet adequately implemented regulation DEF Code 2013.'</i> <i>See how the important subject is at the end now. By putting ABC at the beginning, it sounds like we're accusing them of something.</i>
8	One issue per paragraph	Allow only one issue per paragraph in a report or memo. This makes it clear and easily searchable.	Regulation DEF Code 2013 has not yet been adequately implemented. <i>The whole paragraph is about regulation DEF.</i>
9	Use verbs	Use verbs as a general rule; however, reports and memos can include more nominalisations. English is a verb heavy language. You should use verbs wherever possible and avoid overly formal nouns (or nominalisation)	...plan the project through to completion. <i>If we used, '...until it is completed', it sounds too informal and basic.</i> <i>If we used, '...until finalisation', it sounds too formal and overly complicated.</i>
10	Avoid cliches	Avoid cliches	The application will become null and void fail.

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TASK 4: FILE MEMO - sharing information on project for internal use only *CONTINUED*

GOOD WRITING SAMPLE

To: Veronika Smith
From: Waleed Hussein
cc: All members working in the XYZ team
Date: 25 March 2020
Re: A Big Client (ABC) Progress Meeting

The progress meeting was held on 24 March between Sandra Beckham, Saeed Hussein, Malcolm March and Waleed Hussein to review progress to date and plan the project through to completion.

Discussed items included:

- Regulations that still need addressing
- Successes until now
- Improvements required
- Vision for completion

Regulation DEF Code 2013 has not yet been adequately implemented. Amendments need to be made to the final sales scripts and processes if they are to become accredited with the GHI Panel. Without this work, the application will fail. Work will be executed by ABC between the leadership and sales teams to fix this issue and presented to us by 5 April.

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