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▶ **Unit 8**

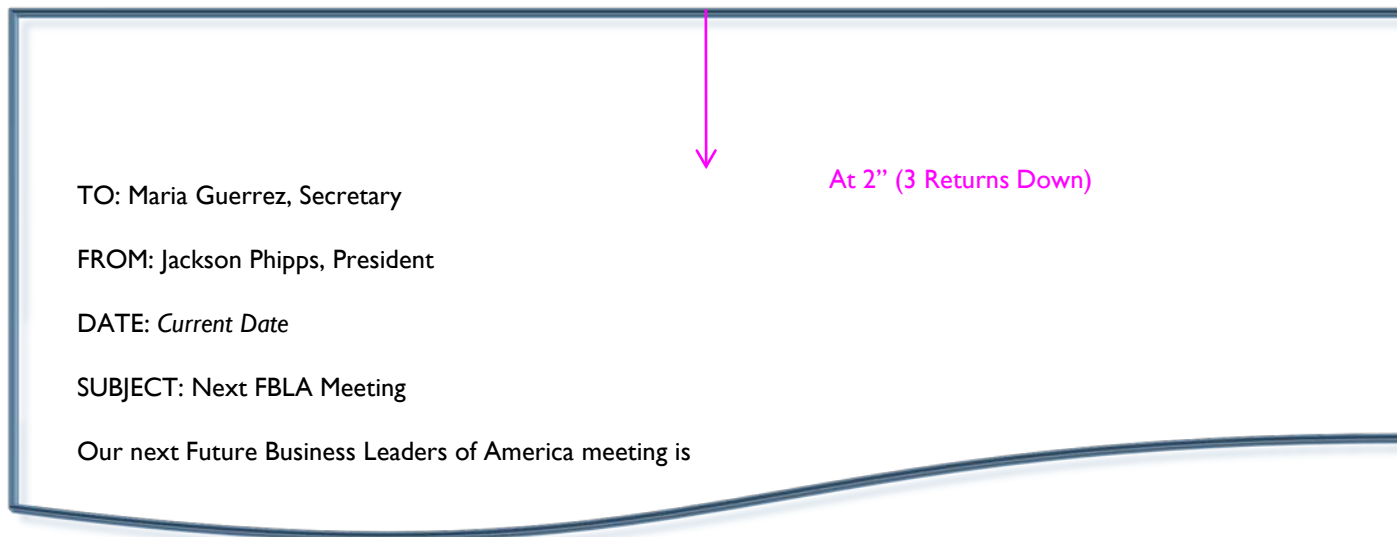
▶ Lessons 24 – 28

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# Lesson 24 Objective

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- ▶ To learn to format interoffice memos.
- ▶ To process memos from arranged and semi-arranged copy.



TO: Maria Guerrez, Secretary

FROM: Jackson Phipps, President

DATE: *Current Date*

SUBJECT: Next FBLA Meeting

Our next Future Business Leaders of America meeting is

At 2" (3 Returns Down)

**Interoffice Memo**

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# Interoffice Memo

- ▶ **Memo heading.**
  - ▶ **Use ALL CAPS** for the headings beginning at the left margin, and space as shown at right.
  - ▶ Use initial caps for subject line.

TO: Maria Gutierrez, Secretary ↓ 1

FROM: Jackson Phipps, President ↓ 1

DATE: Current Date ↓ 1

SUBJECT: Next FBLA Meeting ↓ 1

Our next Future Business Leaders of America meeting is scheduled for this Friday at 6:30 p.m. in SSS 400F. Please put up the posters to remind members. ↓ 1

Based on the attendance at the last meeting, you should have 45 copies of the attached agenda and the minutes to distribute. We will be going over five more competitive event descriptions at the meeting. You can make copies of the descriptions from the FBLA-PBL National Site ([www.fbla.org](http://www.fbla.org)). The events that we will be covering at this meeting are: ↓ 1

- Future Business Leaders
- Entrepreneurship
- Electronic Career Portfolio
- Word Processing 1
- Business Communication ↓ 1

Thank you again for all the time and effort you devote to our organization. You set a great example for other FBLA members at Jefferson High School to follow. ↓ 1

xx ↓ 1

Attachment

**Interoffice Memo**

Annotations:  
- A vertical line on the right side indicates a 2-inch margin, with a note "At 2" (3 returns down)".  
- A pink box on the right side says: "Hold down the Shift key when you return after the first two items in this list to avoid extra space between lines."  
- A pink box at the bottom right says: "Shown in 11-point Calibri with 2" top margin and 1" side margins, this memo appears smaller than actual size."  
- A pink box on the left side says: "Default or 1" SM".

# Interoffice Memo

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- ▶ **Note: It is also acceptable to use ALL CAPS for the subject line.**

TO:                    Tab twice to key name. SS  
FROM:                Tab twice to key name. SS  
DATE:                Tab twice to key date. SS  
SUBJECT:            Tab once to key subject. SS

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TO:            Maria Gutierrez, Secretary ↓ 1
FROM:         Jackson Phipps, President ↓ 1
DATE:         CurrentDate ↓ 1
SUBJECT:      Next FBLA Meeting ↓ 1
```

# Interoffice Memo

## ▶ Memo body.

- ▶ The paragraphs of the memo all begin at the left margin and are SS with a SS between paragraphs.

At 2" (3 returns down)

TO: Maria Gutierrez, Secretary ↓ 1

FROM: Jackson Phipps, President ↓ 1

DATE: Current Date ↓ 1

SUBJECT: Next FBLA Meeting ↓ 1

Our next Future Business Leaders of America meeting is scheduled for this Friday at 6:30 p.m. in 555 400F. Please put up the posters to remind members. ↓ 1

Based on the attendance at the last meeting, you should have 45 copies of the attached agenda and the minutes to distribute. We will be going over five more competitive event descriptions at the meeting. You can make copies of the descriptions from the FBLA-PBL National Site ([www.fbla.org](http://www.fbla.org)). The events that we will be covering at this meeting are: ↓ 1

*Future Business Leaders*  
*Entrepreneurship*  
*Electronic Career Portfolio*  
*Word Processing 1*  
*Business Communication* ↓ 1

Thank you again for all the time and effort you devote to our organization. You set a great example for other FBLA members at Jefferson High School to follow. ↓ 1

xx ↓ 1

Attachment

Interoffice Memo

Default or 1" SM

Hold down the Shift key when you return after the first four items in this list to avoid extra space between lines.

Shown in 11-point Calibri with 2" top margin and 1" side margins, this memo appears smaller than actual size.

# Interoffice Memo

- ▶ **Reference initials.**
- ▶ If someone other than the originator of the memo keys it, his/her initials are keyed in lowercase letters at the left margin, a SS below the body.

The diagram shows a rectangular memo form with a blue border. At the top center, the text "Business Communication" is written in a small, italicized font, with a red arrow pointing down to a small red "1". Below this, the main body of the memo contains the text: "Thank you again for all the time and effort you devote to our organization. You set a great example for other FBLA members at Jefferson High School to follow." A red arrow points down from the end of this paragraph to another small red "1". On the left margin, the initials "xx" are written in lowercase, circled in red, with a red arrow pointing down to a small red "1". Below the initials, the word "Attachment" is written. At the bottom left of the form, the words "Interoffice Memo" are printed in a bold, pink font.

# Interoffice Memo

- ▶ **Attachment/Enclosure notations.**
- ▶ If another document is attached to a memo, the word *Attachment* is keyed at the left margin a SS below the reference initials.

The diagram illustrates the placement of an attachment notation in an interoffice memo. It shows a memo with the following content:

*Business Communication* ↓1

Thank you again for all the time and effort you devote to our organization. You set a great example for other FBLA members at Jefferson High School to follow. ↓1

xx ↓1

Attachment

**Interoffice Memo**

The word "Attachment" is circled in red, and the reference initials "xx" are also circled in red. Red arrows point to the placement of the attachment notation and the reference initials.

# Interoffice Memo

- ▶ **Attachment/Enclosure notations.**
- ▶ If a document accompanies the memo but is not attached to it, key the word *Enclosure*.

*Business Communication* ↓1

Thank you again for all the time and effort you devote to our organization. You set a great example for other FBLA members at Jefferson High School to follow. ↓1

xx ↓1

Attachment

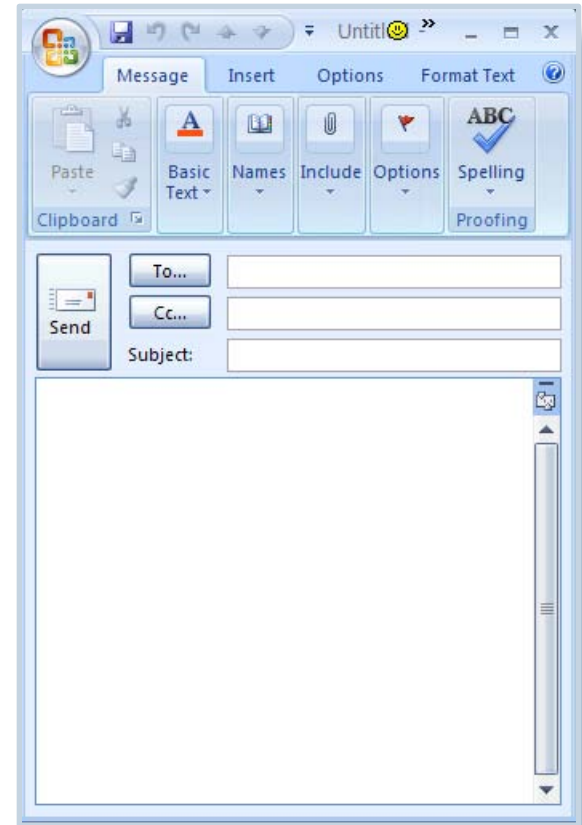
**Interoffice Memo**



# Lesson 25 Objectives

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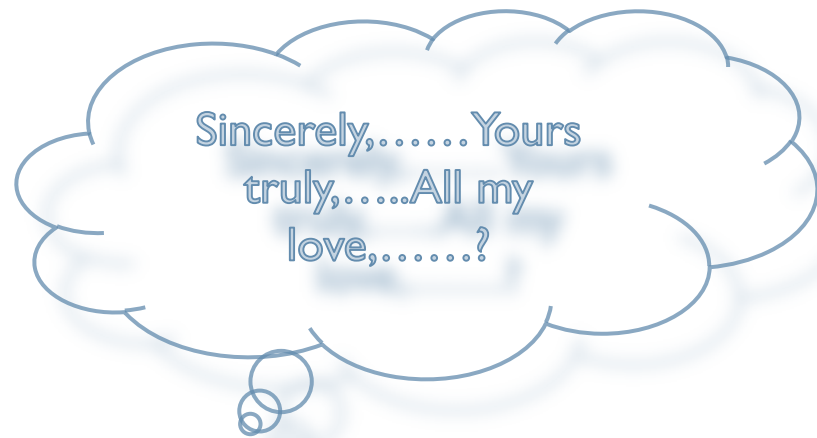
- ▶ To check knowledge of e-mail and memo formats.
- ▶ To check the level of memo processing skills.



# Lesson 26 Objectives

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- ▶ To learn to format personal-business letters in block format.
- ▶ To improve word choice skills.



# Personal-Business Letter, Block Style

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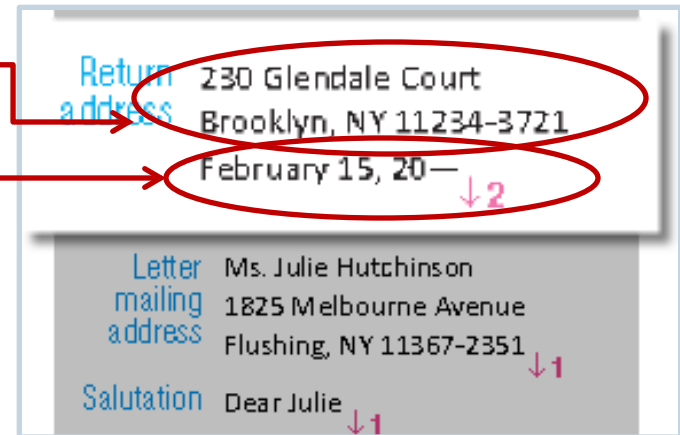
- ▶ A letter written by an individual to deal with business of a personal nature.
  - ▶ All parts begin at the left margin.
  - ▶ The paragraphs are not indented.
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# Personal-Business Letter, Block Style

- ▶ The **return address** consists of a line for the street address and one for the city, state, and ZIP Code.

(start at 2" from top edge)

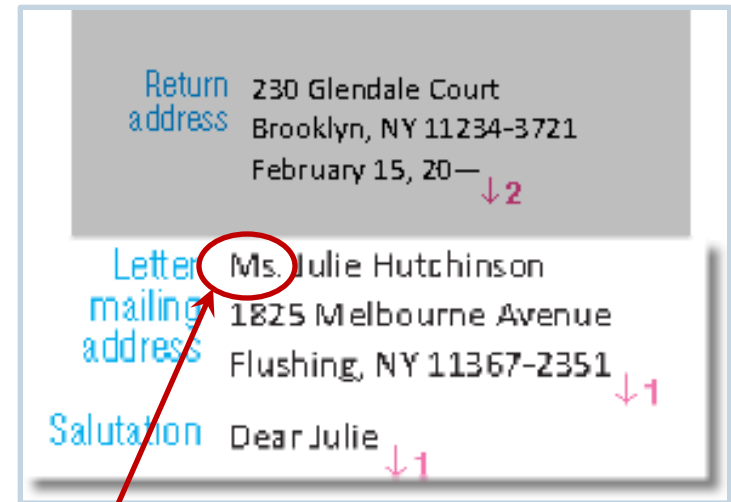
**Note: Each time the year is indicated with 20–, replace it with the current year.**



- ▶ Key the **month, day, and year** on the line below the city, state, and ZIP Code.

# Personal-Business Letter, Block Style

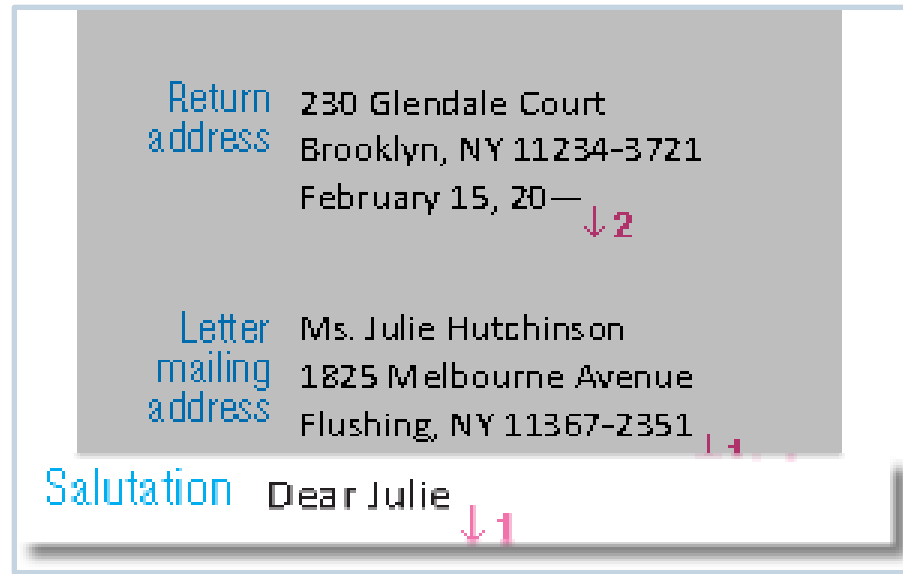
- ▶ Key the first line of the **letter mailing** (delivery) address a DS below the date.



- ▶ A personal title (Miss, Mr., Mrs., Ms.) or a professional title (Dr., Lt., Senator) is keyed before the receiver's name.

# Personal-Business Letter, Block Style

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- ▶ Key the **salutation** a SS below the mailing address.
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# Personal-Business Letter, Block Style

- ▶ Begin the letter body (message) a SS below the salutation.
- ▶ Key the complimentary close a SS below the last line of the body.

The diagram shows a personal-business letter in block style with the following components and annotations:

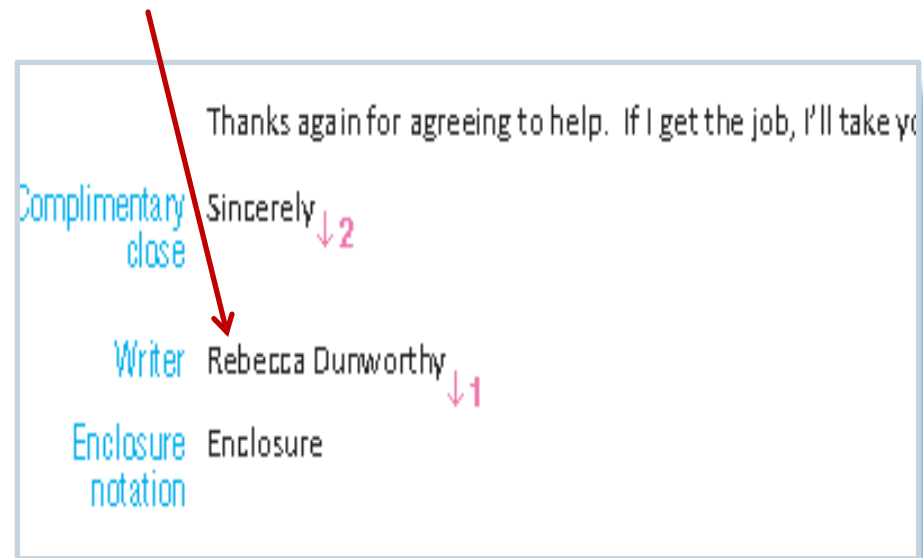
- Salutation:** Dear Julie (↓1)
- Body:** It seems like years since we were in Ms. Gerhig's keyboarding class. As indicated on the phone, I am applying for a position as box clerk. Of course, I know the importance of having my letter of application clear and assure that I remember how to do it. (↓1)
- Body:** Since you just completed your business education degree, I am asking you to agree to look over my application documents; they are enclosed. If you are to the content, please share those with me too. This job is important to me.
- Body:** Thanks again for agreeing to help. If I get the job, I'll take you out to lunch.
- Complimentary close:** Sincerely (↓2)
- Writer:** Rebecca Dunworthy (↓1)
- Enclosure notation:** Enclosure

Red arrows indicate the spacing (SS) between the salutation and the first body paragraph, between the last body paragraph and the complimentary close, and between the complimentary close and the writer's name.

# Personal-Business Letter, Block Style

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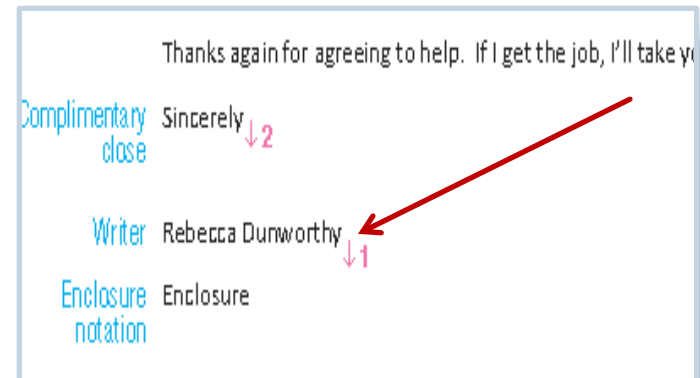
- ▶ Key the name of the writer a DS below the complimentary close.





# Personal-Business Letter, Block Style

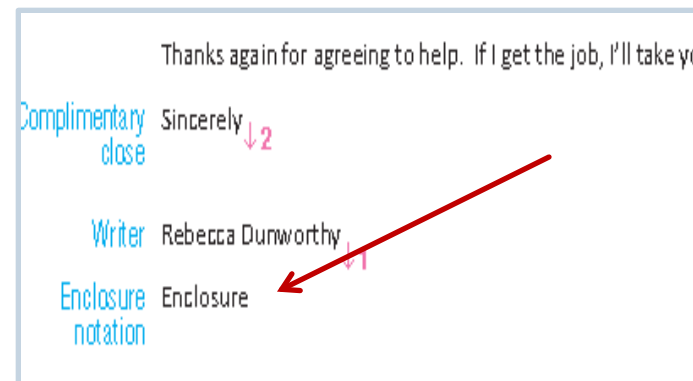
- ▶ The name may be preceded by a personal title to indicate how a **female** prefers to be addressed in a response.



- ▶ If a **male** has a name that does not clearly indicate his gender the title Mr. may precede his name.

# Personal-Business Letter, Block Style

- ▶ If another document is attached to a letter, the word *Attachment* is keyed at the left margin, a SS below the writer's name.



- ▶ If the additional document is **not** attached, the word *Enclosure is used*.

# Margins

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- ▶ Set margins at these settings for memos and personal-business letters.

<b>Memo and Letter Margins</b>	
<b>Top margin (TM)</b>	2"
<b>Side margins (SM)</b>	1" or default
<b>Bottom Margin (BM)</b>	At least 1"