



Lesson

3

**Internal
Communication**

หัวข้อเรื่อง (Topics)

การสื่อสารภายในสถานประกอบการโดยใช้บันทึกช่วยจำ (Memorandum)

Vocabulary Practice

Listen and repeat the words.



Memorandum

บันทึกช่วยจำ

Subject

หัวข้อเรื่อง

Information

ข้อมูลข่าวสาร

Introduction

บทนำ

Memo Header

ส่วนหัวของบันทึก

Enclosures

เอกสารแนบ

Language

ภาษา

Appointment

การนัดหมาย

Notice

ประกาศ

Request

ส่วนหัว

Body message

เนื้อหา



Purpose	จุดประสงค์
Format	รูปแบบ
Action	การกระทำ
Inform	แจ้ง
Meeting	การประชุม
Visitor	แขก ผู้มาเยี่ยมชม
Message	ข้อความ
Host	เจ้าภาพ
Sender	ผู้ส่ง
Closing	ปิด ลงท้าย
Communication	การสื่อสาร

Content

What is a memo?

A memo is a short message that's typically used to communicate official business policies and procedures within a company. Memos are usually meant as mass communication to all members of an organization, rather than a one-on-one personal message.



When you should write a memo

- 1. Informing employees about company policy or process changes*
- 2. Providing an update on key projects or goals*
- 3. Making an announcement about the company, such as an employee promotion or new hire*
- 4. Reminding employees about a task that needs to be completed*
- 5. Making a request of all employees*
- 6. Communicating a message that employees will refer to more than once, such as a detailed proposal or recommendation*





1. Header: *The header of a memo provides logistical information:*

1.1 The **Date** provides the complete and current date. To avoid confusion, always spell the date out: June 5, 2020, not 06/05/2020.

1.2 The **To** line identifies to whom the message is addressed. Depending on the size of the company or department, the receiver's full name and title may also be included.

1.3 The **From** line identifies the sender of the message. Again, full name and title may be required.

1.4 The **Subject** line identifies the topic of the memo. Subject lines must be specific, composed of descriptive nouns (8 words or less), not full sentences, and each major word should be capitalized.





2. Purpose: *The first paragraph of the memo contains the most important information. The reason for writing the memo as well as the action requested of the receiver should be stated directly in this paragraph. Get to the point as quickly as possible using only 1-2 sentences to state the information.*

3. Body: *The middle paragraphs of a memo provide more detailed information about the context or problem and the task, assignment, or action required. The body of a memo may be multiple paragraphs depending on the memo's subject matter. Each paragraph should be between 3–5 sentences. Use of graphic highlights: lists, tables, headers, etc., are encouraged for this section of the memo to achieve conciseness and to increase readability. Make sure the body paragraphs answer receiver questions and clearly identify a deadline and people involved.*





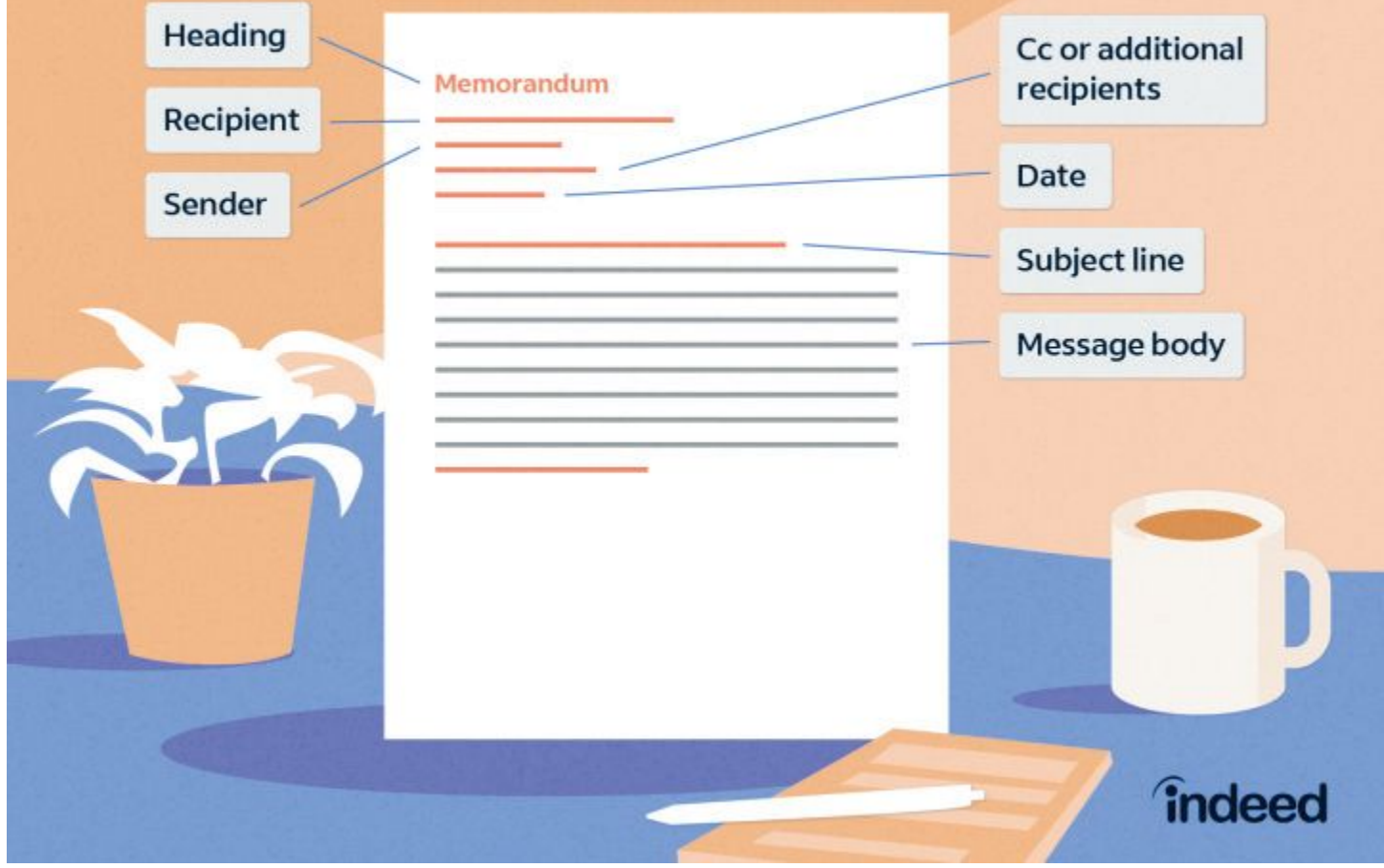
4. Call-to-Action: *The final paragraph of a memo summarizes content, states next steps, invites feedback, provides resources and offers contact information. The final paragraph should also ensure goodwill, but avoid cliché sayings. Use specific and concrete statements to ensure receiver understanding.*

5. Closing: *Close with your name, email address and phone number in case anyone needs to contact you.*

6. Attachments: *Ensure any necessary attachments are included if your intended recipients will need to refer to other information, such as a graph, image or chart, below the end of your memo.*



Memo Example





Direction : Rearrange the following memo and write it in the memo form.

- Please RSVP to HR89@email.com by 5 p.m. on September 18, 2024

- We invite you to attend a retirement party in his honor, held at Grand Convention Room, Miracle hotel on Saturday, September 25, 2024. The celebration begins at 5.30 p.m. and includes a meal, drinks, and a live polka band (at Joseph's request).

- Joseph William's retirement party

- All staff

- This note is to inform all staff members of Joseph William's retirement party. Joseph has been an important member of our accounting department for 28 years. His contributions, work ethic, and friendly demeanor have made it an absolute pleasure to have on the team.

- September 15, 2024

- Douglas Mar well, HR Manager





Direction : Read the memo below then, answer the questions.

To: All on-site and remote staff

From: Thomas Abernathy, IT Manager

Date: April 11, 2024

Subject: Changing passwords

This is a reminder to all staff that the 3-month rotation of passwords on all company devices is fast approaching.

To maintain our security protocols and keep our company breach-free, I'm kindly asking that all staff reset the passwords on their devices to a password you've never used before. This needs to be completed by April 25 at the latest. Please confirm that you've made the change with your department head once complete. I've attached a PDF below to help you create a unique and safe password. Remember: Don't use surnames, pet names, or birth dates. Thank you for helping keep our company safe. If you have any questions, concerns, or technical difficulties, email me directly at name@email.com Attached: [tips-for-effective-passwords.pdf](#)



Conversation 1

Direction : pair work, practice the conversation with your partner.

Thomas : Hi, Sylvia. I have a memo waiting on the General manger's approval.

Sylvia : What is it about?

Thomas : The New Year party.

Sylvia : Oh, really? Where will we go this New Year?

Thomas : Well, Pattaya won the majority vote.

Sylvia : That sounds great. By the way, you can leave me this memo.

Thomas : Would it be possible to return this memo to me by Monday?

Sylvia : Yes, no problem.

Thomas : Thank you.



Conversation 2

HR manager : Betty, please write a memo to all staff about the Annual meeting.

Betty : Yes, when will the meeting be held?

HR manager : It will be held during December,19-21.

Betty : It's three days. Where will it be held?

HR manager : At the Pattaya Beach hotel.

Betty : Great! And what about the staff's attire?

HR manager : Dress casually

Betty : What do the staff need to prepare for a meeting?

HR manager : They need to prepare annual summary documents.

Betty : And when do I present this memo?

HR manager : Is this Friday available?

Betty : Okay, I will do that.

HR manager : Thank you.



Thank you
for watching.

