

CHAPTER 13 CONCEPT REVIEW WORKSHEET

Your Name _____

Developing Memos and Memo Reports

PART A: DEVELOPING MEMOS

1. Written communications used to communicate to individuals within a business organization are called _____ or _____ .
2. The main reason for using memos as interoffice correspondence is _____ .
3. Memos should be organized in a logical order with a beginning, middle, and end. What goes in each of these parts?

Beginning _____

Middle _____

End _____

4. A memo (depending on its purpose) may use one of three approaches. What are the three approaches?

5. An effective message must use the appropriate _____ .
6. The trend today in most organizations is toward messages with what type of tone?

Bonus questions:

What are the four basic items that go in the heading of a memo?

What is the most common way to sign a memo?

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PART B: DEVELOPING MEMO REPORTS

1. What are two types of business reports? The _____ report and the _____ report.
2. An informal report is often called a _____ report.
3. What is the most popular form for routine reports within an organization?

4. A memo report is a cross between _____ and _____.
5. Memo reports may be informational or analytical. What is the difference?
Informational _____
Analytical _____
6. Memo reports may be classified according to the frequency with which they are generated. List three common types of memo reports and the intervals at which they are generated.

7. List the three types of reports again and give the purpose or reason for each

8. What can you do to present statistical data effectively?

9. What is the format for a one-page report (in order)?

10. A one-page memo report is frequently referred to as _____.