

Get to the point in line one:  
SALARY DEDUCTIONS FOR PERSONAL  
USE OF COMPANY TELEPHONE AND

## MEMORANDUM

INTERNET  
Management and union have agreed to  
deductions from staff salaries for personal cost  
to company on telephone and internet bills as  
from (date)

**TO: ALL STAFF**

**FROM: MANGMENT**

**DATE: 12 JANUARY 2013**

**SUBJECT: ABUSE OF TELEPHONE AND INTERNET**

~~With reference to the abovementioned subject line,~~ it has come to our attention during the 2011\2012 financial year ending on the 31 March 2013 CollAction had to deal with tight budget constraints and challenges that necessitated the management to review their 2010\2011 operational plans and the related budget plan.

*Avoid 'I' and 'we' in business documents unless essential*

After some extensive discussion around cost cutting in the environment the CFO's office has been mandated to review and identify some of these measures and telephone and internet usage has been at the front line of our discussions. We do take into account that these services are to be used for personal matters but the extent to which it has been already used is far beyond what was expected, we would like for all staff members to please refer to the policies that govern the usage of telephone and internet and also that these documents has been included together with your appointment letters for your signature to be attached as an indication of your understanding thereof. We now have come to the conclusion that certain cost will be recovered from each employee who has abused this service and will be deducted these cost from salaries as of the end of this month. No audiences will be entertained on the basis of 'someone else' having used your telephone or internet, as the security policy also included in your appointment pack governing and clearly indicates all access to work and/or password related matters should not for any reason be disclosed to other employees. *Identify main ideas. Summarize. Delete superfluous words.*

For a detailed list of your activities and the amount to be deducted, you can contact internal HR to provide you with this information. You can also make arrangements on a reasonable time frame regarding the deduction.

**NOTE:**

*STUDY GUIDE: Use SPSE Page 74: Paragraph 2 and WWWWW Page 65: Paragraph 2.3 to identify main ideas for creating and prioritizing meaningful paragraphs for easy reading. Using these language guides will help to generate ideas, prevent repetition and ensure completeness*

# MEMORANDUM

**TO: ALL STAFF**

**FROM: DIRECTOR HUMAN RESOURCES: NATHANIA MORGAN NM**

**DATE: 22 JANUARY 2013**

**SUBJECT: TELEVISION CREW TO FOLLOW STAFF**

*MuncHealth has accepted an offer from SABC to film staff on the job for TVABC's new reality*

*show "..."* The SABC has invited MuncHealth to partake in our very own reality television show to invite the rest of our country to have a look at the excellent service provided by this organisation to so many of our local health care facilities.

This invitation has been accepted on behalf of all staff. Complaints vs Complements has been the main deciding factor, as an organisation we have indeed overcome most of what may have seem to be difficulties and with all the praise we have received it would be nice to show our country what 'serving our nation' truly means. The show is scheduled to start in about a months' time and no rehearsals will be needed, so I would like to say you just need to be who you have always been at delivering the service you do in everyday life here at MuncHealth. None of the footage captures is in anyway to be used against anyone for issues related in the past however I cannot completely guarantee the same for the future as this television show will also be a reflection on you as an individual, an employee and your direct line of management so your cooperation and proper display of the organisations ethics and code of conduct will be highly appreciated ~~by all management.~~

You are also invited to voice any concerns you may have in this regard and it will be address soonest as we would like for everyone to be as confident as I am in displaying our professionalism for all to see.

*State: dates, times, the crew's expectations, management's expectations, attachments for codes, rules and policy guidance, remuneration.*

*USE THE NOTE ABOVE FOR CREATING PARAGRAPHS THAT WILL MAKE READING EASIER.*

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*Good luck!*

*Thank you*

*Note suggestions for improvement.*

*Trudie Westbrook*

