

Email and memorandum

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Today we discuss forms of correspondence (refer to page 15 of the Study Guide). Our focus is mainly on the email and memorandum as forms of correspondence. Use your dictionary to find a relevant definition for 'correspondence'. Post your finding here and explain briefly how your definition applies to ENN1504.

What is an email? How does it differ from a letter? How does it differ from a memorandum? What is a memorandum? Use the Study Guide and other books at your disposal. You may augment your research with a Web search. Avoid Wikipedia though and use formal scholar research sites, and sites linked to institutions of higher learning. Keep in mind what you have learnt thus far with relation to Clarity of Meaning. Remember also what we said about revision, proofreading, and editing.

For purposes of this module, you will be provided with a draft text (email or memo) and expected to rework and finalise same. You will not be writing these from scratch. Reworking the draft means you should revise, proofread, and edit such that you end up with a 'polished' final product. I know that I sound repetitive here, but this cannot be overemphasised. An understanding of the 5 elements of clarity of meaning will greatly assist in grasping the gist of ENN1504.

In guiding your study of forms of correspondence, especially the email and memorandum, I draw your attention to the following:

- Structure

Pay attention to addresses, names and dates.

Pay attention to salutations. Formal vs informal. Refer to pages 16-17 of the Study Guide.

- Language

Formal diction and tone vs informal. Research what 'diction' is. Use your dictionary. Again, post a reply and explain how your definition applies to ENN1504.

Appropriateness: is your language appropriate in terms of formality and seniority of your recipient?

Conciseness: Did you try to be brief? Did you perhaps include details that are unnecessary?

Completeness: Did you include all that is needed to make your message meaningful? Did you not perhaps leave out vital details?

- Content

Introduce your topic with a subject line (email) or heading/subject line (memo).

Provide context or background information.

Discuss the main 'body' or purpose of your correspondence. You need grammatically correct sentences, as well as full paragraphs.

Conclude by stating the required outcome of your email/memo. That is; what do you wish to achieve? What action should your reader take? What was your aim with this correspondence? At this point I draw your attention once more to clichés that should be avoided. See the last paragraph on page 17 of the Study Guide.

We will be discussing 'Language' in more detail in a follow-up post.