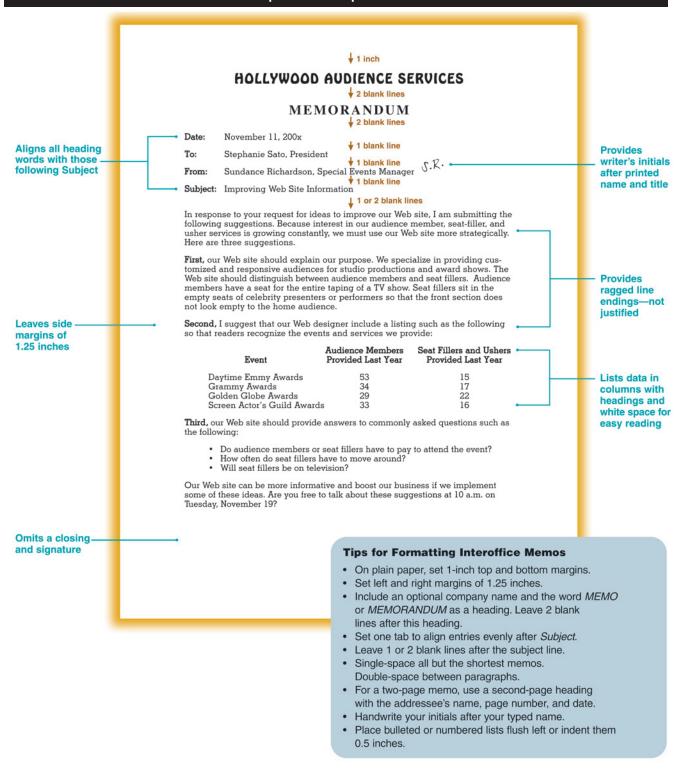
## FIGURE 5.3 Interoffice Memo That Responds to Request



• Interoffice memos. Paper-based interoffice memos were once the chief form of internal communication. Today, employees use memos primarily to convey confidential information, emphasize ideas, deliver lengthy documents, or lend importance to a message. Memos are especially appropriate for explaining organizational procedures or policies that become permanent guidelines. Later in this chapter you will study various components in everyday interoffice memos.

## **Formatting Interoffice Memorandums**

In the past interoffice memorandums were the primary communication channel for delivering information within organizations. Although e-mail is more often used today, memos are still useful for important internal messages that require a permanent record or formality. For example, organizations use memos to deliver changes in procedures, official instructions, reports, and long internal documents.

Hard-copy memos are useful for internal messages that require a permanent record or formality.

**Memo Forms and Margins.** Some organizations use printed interoffice memo forms. In addition to the name of the organization, these forms include the basic elements of *Date*, *To*, *From*, and *Subject*. Large organizations may include other identifying headings, such as *File Number*, *Floor*, *Extension*, *Location*, and *Distribution*. Because of the difficulty of aligning computer printers with preprinted forms, business writers may use default templates available on their word processors. Writers can customize these templates with their organization's name. Single-space the Message, and double-space between paragraphs, as shown in Figure 5.3.