

Chapter-27B
WRITING MEMOS AND LETTERS
Worksheet

- 1) What is a Memo? How do you write a memo?
- 2) How do you define a letter of complaint? Explain its constituents.
- 3) What all major points should be kept in mind while writing a letter?
- 4) Explain the differences between a memo and a letter.
- 5) Write a short memo to all the employees of XYZ company, informing them about the new and upgraded canteen facilities available at the office.
- 6) You are the office manager and want to remind everyone to clean up the lunchroom after lunch. There was recently an infestation of rats. The building has since, been fumigated but you still require the cooperation of staff to prevent a re-infestation. State the purpose of the memo, your reasons for sending it (i.e. the kind of behaviour you have noticed) and what actions you want to take regarding the above mentioned issue.
- 7) Write a letter to M/s. Penguin Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for a replacement. You are Pragya Joshi, resident of Sector-33, Noida UP.
- 8) You are Sanjay of 102, Vijay Nagar, New Delhi. A number of scooters and cars are parked in your locality without any order, causing blockage and inconvenience for the residents . Write a letter to the local Secretary of the Resident's Association complaining against this problem.
- 9) The unsanitary conditions in your society are causing multiple diseases. Write a letter to the Municipal Commissioner bringing the problem to his notice and request him to take urgent action in the matter. You are Radhika/Ramesh of B 2/8, Uttam Enclave, New Delhi.
- 10) You are Devika resident of D-107, Nehru Nagar, New Delhi. You want information about English Language Courses available at British Council, Barakhamba, New Delhi. Write a letter to the Director inquiring about the duration of the course, and the fee structure.