

Worksheet 10: A procedure memo

- 1 Think of a procedure, system, or process in your department at work. Write down all the main steps. Then, describe the procedure to your partner.**
- 2 Read this memo and identify the structure. Match the aims (a–e) to the five paragraphs of the memo.**
 - a to announce changes to the system of schedules ____
 - b to appeal to the staff to make the changes work ____
 - c to thank staff and introduce the need for changes ____
 - d to explain reasons for improving signs and labeling ____
 - e to explain change in the system of storage ____

MEMO

To: All warehouse staff
From: General Manager
Date: March 10
Subject: Changes to warehouse and warehouse procedures

First of all, I'd like to thank everyone for the warm welcome I have received since joining the company. As I said on my first day, it has taken time to gain a complete understanding of how Drew International works and so I am grateful for everyone's support. While I'm impressed by the running of the warehouse there are three initiatives I would like to introduce:

- 1** Currently the cleaning schedules are included in the main warehouse timetable but they are not being followed. Starting next week there will be a separate schedule for cleaning. Please read this regularly to ensure that all cleaning duties are completed on time.
- 2** Equipment for maintenance, cleaning, and repairs is kept in different places in the main storage area, including one aisle. As a result, there is the potential for confusion as well as posing a significant health and safety risk. Effective immediately, all such equipment will be stored in the storeroom next to the supervisor's office. Staff will need a key to enter the storeroom, and this is available from the supervisor's office.
- 3** Although staff turnover at Drew Exports is relatively low, we do employ temporary and short-term staff from time to time. For this reason, I plan to improve signs and labeling in the warehouse. Storage areas and lanes will be repainted on the ground, new labels will be placed on storage shelving, and there will be new signs to identify aisles and drop-off and pick-up points. We hope to complete these changes by the end of this month.

I appreciate that you will need some time to get used to these changes, but with your support and efforts these relatively simple actions will improve our systems and have a positive impact on our overall operations.

With regards,

Javier Cambiasso (General Manager)

- 3** In memos about changes to procedures, it's important to state the change, the reason, and the date or time of the change. Complete this table with notes about the three changes in the memo.

	WHAT IS CHANGING?	WHY IS IT CHANGING?	WHEN WILL IT CHANGE?
1			
2			
3			

- 4** Work in pairs. Which of these words describe the writer's style and tone in the memo? Does it vary in different parts of the memo? Underline words or phrases in the memo that support your answers.

direct indirect friendly formal personal impersonal polite impolite

- 5** Work in pairs. Think of three changes you would like to make in your workplace. Write notes in the table with your reasons and with a realistic deadline for the changes.

	WHAT?	WHY?	WHEN?
1			
2			
3			

- 6** Write a procedure memo about the three changes you listed in Exercise 5.

I CAN	
structure a procedure memo with paragraphs	<input type="checkbox"/>
include all the necessary information	<input type="checkbox"/>
use the appropriate tone and style	<input type="checkbox"/>