



# Business ENGLISH

## Internal Business Writing: Writing Memos, Reminders, and Announcements

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# What is Internal Communication?

- Between employees
- Between departments
- From managers to staff

Helps people work together smoothly.

Keeps everyone connected.

If communication is unclear, work becomes confusing.

# Why Internal Communication is Important

- ✓ Builds teamwork
- ✓ Avoids misunderstanding
- ✓ Shares important information
- ✓ Improves efficiency

When you write clearly, people understand faster.

Clear writing = good teamwork.

# Types of Internal Writing



Memo – short internal document



Reminder – short message for quick memory



Announcement – formal notice for everyone

# What is a Memo?

Memo (Memorandum) = บันทึกข้อความ

- Used inside a company
- Gives official information
- Written in polite, clear English

A memo is like a short letter inside the company.

It's not personal – it's professional.

# Memo Format

To: \_\_\_\_\_

From: \_\_\_\_\_

Date: \_\_\_\_\_

Subject: \_\_\_\_\_

Message body (short and clear)

Always include To, From, Date, and Subject.

Then write the message in one or two short paragraphs.

# Memo Example

To: All Staff

From: HR Department

Date: 5 March 2025

Subject: Office Cleaning Schedule

The office will be cleaned every Friday at 5 p.m.

Please remove your personal items before cleaning begins.

Thank you for your cooperation.

# Memo Writing Tips

- ✓ Be clear
- ✓ Be polite
- ✓ Be short
- ✓ Use business tone
- ✗ Don't use slang
- ✗ Don't use emojis

Example of bad tone: "Hey guys, clean up your desks!"

Example of good tone: "Please make sure your desks are clean before Friday."

# Common Memo Topics

- Policy changes
- Office schedule updates
- Meeting invitations
- Reminders about deadlines
- HR or management notices

You'll often see memos on office notice boards or in company email.

# What is a Reminder?

Reminder = การแจ้งเตือน

A short, polite message that helps people remember something.

You can write a reminder as a chat, an email, or a short note.

Example 1: Reminder: Please submit your report by 4 p.m. today.

Example 2: Don't forget to join the meeting at 10 a.m. tomorrow.

Always include the action, time, and polite tone.

# Tips for Reminders

- ✓ Short and friendly
- ✓ Mention date/time clearly
- ✓ Use “please” or “kindly”
- ✓ End with “thank you” if possible

# What is an Announcement?

Announcement = การประกาศ

A formal message shared with all employees.

Usually sent by HR, admin, or management.

Announcements are more formal than reminders.

They share news, events, or company changes.

# Announcement Example

## Announcement: Staff Meeting

There will be a staff meeting on Monday, 10 March, at 2:00 p.m. in  
Meeting Room 1.

Attendance is required for all departments.

Thank you.

HR Department

Always begin with the word "Announcement:" to make it clear.

# Compare The Formats

<b>Format</b>	<b>Tone</b>	<b>Length</b>	<b>Example Use</b>
Memo	Formal	Medium	Policy update
Email	Semi-formal	Variable	Team info
Announcement	Formal	Short	Company news

# Key vocabulary

1	Memo	เม-โม ( <i>me-mo</i> )
2	Reminder	รี-ไม-เดอร์ ( <i>ree-mai-der</i> )
3	Announcement	อะ-เนา-ซุเมนต์ ( <i>a-naun-sment</i> )
4	Internal	อิน-เทอ-นอล ( <i>in-ter-non</i> )
5	Department	ดี-พาร์ท-เมนต์ ( <i>dee-part-ment</i> )
6	Staff	สตาฟฟ์ ( <i>staaf</i> )
7	Manager	แมน-นิ-เจอร์ ( <i>man-ni-ger</i> )
8	Subject	ซัพ-เจ็กต์ ( <i>sub-jekt</i> )
9	Format	ฟอร์-แมต ( <i>for-mat</i> )
10	Policy	พอลิ-ซี ( <i>po-li-see</i> )

11	Schedule	สเค-จูล ( <i>ske-jul</i> )
12	Meeting	มี-ทิง ( <i>mee-ting</i> )
13	Deadline	เดด-ไลน์ ( <i>ded-line</i> )
14	Update	อัป-เดท ( <i>up-date</i> )
15	Approve	แอฟ-พรูฟ ( <i>ap-proov</i> )
16	Message	เมส-เสจ ( <i>mes-sej</i> )
17	Communication	คอม-มู-นิ-เค-ชัน ( <i>kom-mu-ni-kay-shun</i> )
18	Notice	โน-ทิส ( <i>no-tis</i> )
19	Announcement Board	อะ-เนา-ซุเมนต์ บอร์ด ( <i>a-naun-sment bord</i> )
20	Tone	โทน ( <i>tone</i> )

# Home activity

Write a memo from an HR Manager to all employees about a new lunch break schedule. Include all required header elements and use professional language throughout. Length: 150–200 words.

Please Email it to [hassan.ra@ssru.ac.th](mailto:hassan.ra@ssru.ac.th)



Thank You