

Note that there may be more than one appropriate answer to the quiz questions.

LCC 3400
Quiz # 1: Memos
(50 minutes)

Answer all questions on the separate answer sheet.
(Correct answers will be posted on the 3400 Web site later this week.)

Part 1:
Context

You are a student assistant in an academic department. Several faculty have called the maintenance department to complain that some of the fire doors on one hall have been chained shut, thus creating a safety hazard. Because maintenance has not responded to these complaints, the office manager has asked you to write a memo to the maintenance department asking them to fix the problem.

1. As you create the memo, will you date the memo based on:
 - a. the date the memo is composed
 - b. the date at which the problem was recognized
 - c. the last possible date by which the problem must be resolved

Correct answer is a.

2. Will you create the headings and sub headings as

a.

XXXXXXXXXX

XXXXXXXXXX

• XXXXXXXXXXX

b.

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

c.

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

Correct answer is b or c.

3. The most effective subject line would be
 - a. Request for door repair
 - b. Request for repair of safety hazard
 - c. Please remove chains

Correct answer is b.

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Part 2:

Context

You have graduated and been hired as an electrical engineer at a firm that designs and manufactures Web routers. Your first assignment is to evaluate a competitor's product and write a memo comparing your product and the competitor's. The memo will be used by your company's sales force in preparing presentations to potential customers. Considering the audience's needs, expertise, and motivation would the best set of main headings in your memo be:

a.

History of the Companies

History of the Products

Delivery Time

Recent Reviews of the Products in the Trade Press

b.

Cost of Comparably Equipped Routers

Installation Options

Comparative Product Warranties

Compatibility with Hardware/Software Packages

Comparative Repair and Maintenance Policies of the Two manufacturers

Recent Reviews of the Products in the Trade Press

Current Users of Your Company's Router

c.

Cost of Comparably Equipped Routers

Projected Cost of Future Upgrades

Available Installer Training

Return Policies

Recent Reviews of the Products in the Trade Press

Current Users of Your Company's Router

Correct answer is b. (Audience needs comparisons.)

5. It would be most effective to list the subject as

a.

Product Comparison: Our _____ vs. _____'s _____

b.

Presenting our _____ to potential customers

c.

The advantages of our _____

Correct answer is a (See Info on headings.)

6. The type font for this memo should be

a. a serif font like Palatino in 12 point

b. a sans serif font like **Monaco in 14 point**

c. **14 point Monaco** for the headings, 12 point Palatino for the body

Correct answer is a or c.

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**Part 3:
Context**

You are a human resources manager in a large corporation. You have been assigned to compile a list of recent developments in employment law, review them with the corporation's attorneys, and write a memo to your vice president outlining their overall impact on the company. The first part of your memo is as follows:

Date: April 19, 2000

To: Elaine Jones, Vice President, HR

From: William Bowers, Manager, Compliance

Subject: Impact of on XYZ Corporation of changes in federal employment law during 1st quarter, 2000.

7. Which main headings would be most effective in the remainder of the memo?

a.

Summary: The Fair Employment Act of Jan. 8, 2000, and amendments
Need for Changes in Our Business Processes
Changes Required

b.

Required Changes in Our Written Tests
Required Changes in Safeguarding our Drug Tests
Required Changes in the Conduct of Our Oral Interviews

c.

Required changes in our written tests, drug tests, and interviews
Time and funds required to make the changes
Penalties for failure to comply

Correct answer is c.

8. To be most useful to this audience, should the memo's subject line should be

a.

modified to read: The Fair Employment Act and Our Company's Testing

b.

modified to read: We Must Change Our Testing System

c.

left unchanged as: Modifying our employment regulations to accommodate recent changes in federal employment law

Correct answer is c.

9. Which would be the most effective heading for the memo?

a. the XYZ Corporation letterhead

b. no heading (just begin with the date as above)

c. the word "Memorandum" in larger type and boldface

The correct answer is a.

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Part 4:

Context

You are a first semester senior, majoring in Management. The professor in your MGMT 4008 takes attendance, allows each student three cuts, and reduces final grades by five points for each additional cut. You took two of your three allowed cuts for job interviews, slept in by accident one morning and then, this morning, slept in again.

You are carrying a C- in the course; if the prof knocks off .5, you will have a D in your major, significantly reducing your job opportunities. But the prof, who like all profs is not only wise but also kind and forgiving, has offered to let you write a memo explaining why you should not get the grade reduction you so obviously deserve.

You resolve to write a serious, persuasive document.

10. The subject line of this memo should be
- Extenuating circumstances regarding my four cuts in MGMT 4008
 - Why I do not deserve a grade reduction
 - Why I overslept

Correct answer is a.

11. The best major headings would be
- Over -rigidity of the MGMT 4008 cut policy
Reasons for my cuts
Request for another chance**
 - Effect of the grade reduction on my job prospects
My efforts to maintain a c in a very difficult course
My B average in management courses**
 - The necessity of my first two cuts
Steps I will take to preclude any additional cuts
Extra work I will do to compensate for my fourth cut**

Correct answer is c.

12. The type font and size for the body of the memo should be
- 12 point Times
 - 12 point Palatino
 - 14 point Palatino

Correct answer is b.

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**Part 5:
Context**

It has been proposed that beginning with Spring semester 2000, all graduating seniors must take full-length final exams during dead week. For this change to occur, it must be approved by a vote of the Georgia Tech Faculty Senate. You are graduating in Spring, 2000, and you have decided to write a memo to the Senate's executive committee asking that the Senate vote against the change.

13. The best approach to major heads for this memo would be:

a.

The proposed change will penalize graduating seniors
The proposed change will violate Tech traditions
Graduating seniors do not have time to take final exams

b.

The change will cause chaos in dead week as faculty both give finals to seniors and prepare the rest of the class for exams the following week

Faculty teaching a number of courses will have insufficient time to prepare and grade two sets of exams

Faculty could more easily ensure the competence of graduating seniors by giving them short quizzes in the eighth and ninth weeks

c.

**Final exams will add an unnecessary burden to graduating seniors
Most upper-level courses have sufficient tests and projects prior to the final
Most seniors already have jobs**

Correct answer is b.

14. The best content for the subject line for this memo would be

- a. graduating senior finals will destroy a Tech tradition
- b. finals for graduating seniors: an unnecessary burden for students and faculty
- c. why anger new alumni?

Correct answer is b.

15. The best format for the subject line for this memo would be

- a. GRADUATING SENIOR FINALS WILL DESTROY A TECH TRADITION
- b. Finals for Graduating Seniors: An Unnecessary Burden for Students and Faculty
- c. Why anger new alumni?

Correct answer is c.