

## Attachment: Analyse and improve the memo

Number of methodological Tool	EUPA_LO_055_M_01
Number of attachment	EUPA_LO_055_M_01_Att1

### Case Study

In the following example, Mr. Papadimitriou receives an update from the Department of Human Resources Development regarding the working hours of his department's employees. It finds it unreadable and confusing. The Human Resource Development Department has no experience in writing memos.

MEMO:

Department of Human Resource Development

Working hours

As set out in the Staff Regulations, the Company business day is eight hours for all employees except some in specific positions with special working hours (e.g. call center, customer service and staff Security), or in cases where legal regulations set a different timetable, such as doctors, lawyers, engineers, computer operators.

We therefore want to empower people who hold management positions to faithfully adhere to the company's operating rules as regards working hours as no changes to the original terms of individual employment contracts are permitted.

What does Mr. Papadimitriou understand?



What should he do?

How can this memo improve?



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