

Class Level: 6	Topic: Meetings and Memos	Class Length: 3 hrs.	Date:
<b>Lesson Objectives:</b> <ul style="list-style-type: none"> <li>• <b>Participate in a workplace meeting simulation</b></li> <li>• <b>Develop an informational memo highlighting problem and proposed solution</b></li> <li>• <b>Write instructions detailing a multi-step task</b></li> </ul>			
Language Skill Proficiency: <ul style="list-style-type: none"> <li>▪ Speaking</li> <li>▪ Listening</li> <li>▪ Reading</li> <li>▪ Writing</li> </ul>		Materials and Equipment: <ul style="list-style-type: none"> <li>▪ <i>Workplace Meeting Simulation Role Cards</i></li> <li>▪ <i>Writing an Informational Memo</i></li> <li>▪ <i>Memo Template</i></li> </ul>	
<h2>Activity Plan</h2> <p><b>Warm Up:</b> Write the following idioms on the board and have Ss consider meanings: <i>to hold a meeting; to call a meeting to order; meeting of the minds; fancy meeting you here; and, make both ends meet.</i></p> <p><b>Introduction:</b> Tell Ss that while the word “meeting” has several meanings, today’s lesson will focus on the word as a structured gathering, particularly meetings in the workplace. Ask Ss to share what their experiences have been with meetings at work (both in the U.S. and in their native countries).</p> <p><b>Presentation:</b> Explain to Ss that workplace meetings are common in the U.S. and can occur somewhat regularly. Point out that in U.S. workplaces, meetings are usually not for making big decisions but are for making small decisions and planning. Input at meetings is usually encouraged by all workers in attendance. Some jobs have a significant amount of meetings which may be frustrating because you may feel you’re being pulled away from your work. However, in these situations, attending meetings is considered part of your workplace responsibilities.</p> <p><b>Practice:</b> Tell Ss that we will now perform a workplace meeting simulation. Explain that we are all workers (and a few owners) of a local restaurant. Share that the restaurant is having some issues with its night shift staff and, as a result, the cleanliness of the restaurant has suffered and tension is high between workers. Give each S one of the <i>Workplace Meeting Simulation Roles Cards</i>. Have Ss sit in small groups with other Ss who have the same role play card (ex. All managers sit together). Have Ss go over their role description in their like groups and brainstorm possible points they can share during the meeting based on their role. After a few minutes, have Ss get in mixed groups of 4 (an Owner, a Manager, Employee 1 and Employee 2). Ask groups to conduct workplace meetings based on the situation, their roles and responsibilities. NOTE: If there is time, have groups volunteer to act out their meeting for the class.</p> <p><b>Practice:</b> Have Ss remain in their groups. Go over <i>Writing an Informational Memo</i> with Ss (give Ss a copy of the handout or present ideas in handout to Ss and have them take notes). Ask Ss to work together in their groups to create a memo summarizing the issues discussed during the staff meeting and steps to be taken to resolve the issues. Provide Ss with the <i>Memo Template</i> to help structure their assignment.</p> <p><b>Evaluation:</b> Have groups share memos with the class.</p> <p><b>Extension Activities:</b></p> <ul style="list-style-type: none"> <li>• Have class compare/contrast the workplace in the U.S. with their native countries.</li> <li>• Have Ss create welcome memos directed to new Ss in the ESL program or class helping to orient them with related policies and procedures.</li> </ul>			

# Work Meeting Simulation

## Role Play Cards

### Restaurant Owner

It has come to your attention that the restaurant is not being cleaned properly at closing. You are unable to pay your employees very much. As a result, you experience a high turnover rate with your workers, and many of your them are new. You want to create a work environment where your employees have pride in their jobs and want to take care of the restaurant.

*Responsibilities:*

- *Start and control the meeting. Make sure everyone has a chance to speak.*
- *Share your thoughts about the issue.*

### Manager

You have noticed that the morale among the employees during the closing shift is low. The restaurant is busy in the evenings and the restaurant is understaffed during this time. You have asked the employees to do a better job cleaning up at closing many time and have pointed out ways to improve the overall cleanliness of the restaurant. You want to see employees work together to keep the restaurant cleaning during their shift so that the final cleanup is minor.

*Responsibilities:*

- *Take meeting notes*
- *Share your opinions about the issue.*

### Employee 1

You started working at the restaurant two weeks ago. You were surprised when you learned that no training was offered when you started. You were expected to follow the other employees around to learn the job. Unfortunately, the employees are incredibly busy during the night shift, and you haven't wanted to bother them. For this reason, you are not even sure what cleaning duties need to be addressed when the restaurant closes.

*Responsibilities:*

- *Ask the managers to provide a training for new employees*
- *Note: You are afraid to upset your superiors since you are new*

### Employee 2

You are a senior employee at the restaurant and have been there for almost 9 years. You are frustrated because new employees are slowing things down in the evenings, and you'd like to go home on time. Because new employees don't know what to do, you have to give instruction to them and do your own work at the same time. You feel that you should be paid more if you are expected to train new employees and be given a better description of what employees are expected to do every night at closing.

*Responsibilities:*

- *Explain your frustration about the situation and your proposal for how to fix the situation.*
- *Note: You are angry and have been looking for a new job because of your unhappiness with the situation at the restaurant.*

# Writing an Instructional Memo

Most business memos are informational, and chances are if you are writing one, you will be writing an instructional memo. Here are some pointers for writing this kind of memo.

## What is an instructional memo?

An instructional memo is a mini how to guide that gives its readers basic directions on how to do something. This could be something as simple as using the photocopier machine, or something more complex such a code of conduct for dating in the office. It could be the summary of some major procedures that have just been implemented, or provide some rules or guidelines about after hours security.

## Here are some tips for completing instructional memo:

Most of your message will focus on the directions or tasks that you are instructing your reader on. So,

1. divide the instructions into small steps
2. list the steps in the order you want them completed
3. arrange the steps using bullets or numbers
4. begin each step with action verb

There, I just modeled the meat of your instructional memo because each of these points starts with an action verb

## Structure of your instructional memo:

Your instructional memo will have three parts:

1. The opening (why are you writing this)
2. The instructions (written with active verbs) or in the imperative mood
3. The close: this is the wind down that ends the message on a note of good will and asks for any feedback from the reader.

## Memo format:

Your memo, of course, should be in memo format. If you use MS Word, you can find many templates to help you set up your memo. Memo format usually has four tags:

To: (Sender's name/position)

From: (Your name/position)

Date: (Today's date)

Subject: (Also known as re: )

## Memo opening:

# Memo

**To:** All La Mar sales reps  
**From:** Mike Johnson, VP sales  
**Date:** 7/15/2012  
**Subject:** Guidelines for BlackBerry use.

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Recently, as you may have read, a stockbroker, making cold calls on his Smartphone while driving, was killed by a motorcyclist. The courts found the brokerage company at fault and ordered it to pay a \$500,000 settlement. In light of this incident, we have since ordered blue tooth devices for all your BlackBerry handsets, but meanwhile, here are some safety precautions for you to follow when you're on the road.

## Instructional points

- Get to know the BlackBerry features, including speed dial, automatic memory, and redial.
- Position your wireless device to be in very easy reach, so you can grab it without taking your eyes off the road.
- Allow the voice mail to pick calls that come at an inconvenient time.
- Avoid talking on your phone during hazardous driving conditions such as during a rain, sleet, snow or ice storms. Pull over and talk while your car is not moving.

## CLOSING

Following these guidelines will ensure your safety before the blue tooth headsets arrive, and prevent such fatal and costly incidents as the brokerage experienced when you are out on the road. If you have any questions, or would like to contribute any more tips please let me know. I am available at ext. 4567.

**[Company Name]**

# Memo

**To:**

**From:**

**cc:**

**Date:**

**Re:**

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**(Write the body of your memo here)**