100: Correspondence

Deprecated Policies · https://milo.masseyservices.com/docs/100-correspondence/

Section: Office Administration
Subject: Correspondence
Approved by: Harvey L. Massey
Effective Date: 15 October 1991
Last Reviewed Date:
Policy Owner:

Policy

This policy has been established for the purpose of instituting uniform correspondence throughout the Company. The preparation of letters, memos, proposals, etc. are a direct reflection on the professionalism of our Company, and, therefore, must be prepared in a manner befitting our image.

On the following pages you will find sample letters, memos, proposals, etc. All correspondence is to be designed using these samples as a format. On each sample, there are some pointers aimed at helping you prepare an expertly finished product.

It is important that your correspondence is written clearly, with special attention given to punctuation, grammar, and spelling. Have someone else proofread your work; it is always easier to find someone else's mistakes. Special attention should be made to using the correct title in addressing individuals when writing business letters. When in doubt, ask for help!

Think of this correspondence as leaving a lasting impression on the person receiving it, be sure it will reflect the proper "Massey Image". This is just a continuation of the expectation we at Massey have for our employees, vehicles, uniforms, etc.

In addition, following is a list of vocabulary terms that we use at Massey Services when preparing any type of correspondence:

Proper Massey Terminology	Not

Service Centers	Branches
General Manager	Branch Manager
Sales Inspector	Sales Representative
Lawn Specialist	Lawn Technician
Office Manager	Bookkeeper
Customer Service Representative	Bookkeeper
Accounts Receivable Specialist	Bookkeeper
Premium Pest Prevention	Pest Control Services
Premium Termite Protection	Termite Protection

Form Letters

The form letters provided in the Policy & Procedure Manual are meant as guidelines for use in the Service Center. **THESE ARE NOT TO BE COPIED AND SENT TO OUR CUSTOMERS WITH THE INFORMATION INSERTED IN THE BLANKS!**

The following form letters are the only approved letters to be sent to our customers. These letters are also reviewed in the corresponding Policy & Procedure for each category.

The intent of any letter is to communicate, not antagonize the customer (supplier, etc.). No matter what the circumstances, the customer is always right.

Form Letters are to be ***individualized***. The letter is to be dated, the customer addressed as Mr. (and/or Mrs. or Ms.), the salutation is to be addressed to Mr. (and/or Mrs. or Ms.). The person sending the letter is to have his/her name typed above the title. Service Center stationery is to be used so the person will have immediate access to the sender's phone number.

Once again, remember, this correspondence is a direct reflection of the professionalism of our Company.

Interoffice Correspondence

Interoffice Correspondence should be prepared on our Inter-Office Memo Stationery. It is important to document instructions, directions, and schedules in writing. Copies are to be distributed to everyone that might be involved in the contents of the Memo. These copies might include the Immediate Supervisor, Regional Manager, Director/Assistant Director of Finance, Corporate Office Manager, Corporate Accounts Payable and/or the President.

Downloads

Embedded media: https://milo.masseyservices.com/wp-content/uploads/2025/08/100.pdf

100 CorrespondenceDownload