

# Hello!

- I'm Page
  - STS **B.A. 2014**
  - Communication (Media Studies) **M.A 2015**
- Tutor at Technical Communication Program
- Today I'm speaking on behalf of myself and not my current or former employers

# Go to the Technical Communication Program (TCP)

- Students in WIM must revise memo
  - Dedicated sign-up site
  - **Opens today (Oct 17)**
  - Conferences: Oct 28 - Nov 30
- Memo needs an executive summary
- Read the amazing handout



Huang 049

# **The Memo**

**With Executive  
Summary**

# Your Memo Assignment

- Different from other assignments you've probably had in academia
  - No word minimum
  - No/fewer formatting rules - just **clarity** and **consistency**
- Be **concise**
- Be **clear and direct**
- **Embrace** formatting

# The Executive Summary



# The Executive Summary

- Why is it called that?
- A **standalone** section - not an intro
  - High level summary
  - Quickly digestible -- bullets, formatting
  - Scissors
- Less time, same info



A large red square with a white border, centered on a white background. Inside the square, the text "Why Formatting in a Short Document?" is written in white, bold, sans-serif font.

# **Why Formatting in a Short Document?**

# Consider this Document

In your letter of August 20, 2016, you asked me to suggest a treatment process for the wastewater from your new citrus processing plant. You stated that any treatment process selected should exhibit performance effectiveness under average and adverse flow conditions and exhibit cost superiority in terms of initial cost and yearly spending. I have compared three treatment alternatives using the data you supplied and your criteria as a basis for comparison. This report recommends a process for economically and efficiently treating citrus processing waste.

After considering three treatment processes, the activated sludge process, the anaerobic lagoon, and the aerated lagoon, I recommend an aerated lagoon as the most efficient and economical method for treating citrus processing waste. The advantages of the aerated lagoon over the other treatment processes are as follows: the aerated Lagoon is the only alternative which could meet the federal pollution standards under adverse flow conditions. It exhibit significantly better performance under all conditions through more consistent BOD reduction and higher organic loading potential. The aerated lagoon affords significantly lower initial and yearly costs due to its ease of construction, operation, and maintenance. Per lagoon, the estimated initial cost is only \$400,000 and the annual operating cost is \$65,800, approximately half as much as the more economical of the other two options.

To give you more detail, aerated lagoons consistently produce a better quality effluent than do activated sludge process ease or anaerobic lagoons. Aerated lagoons exhibit BOD reduction and higher organic loading potential under both average and adverse flow conditions that do either of the other treatments schemes. The standard for BOD, as published in the Federal Register of July 1, 1990, states that all discharges into receiving streams shall contain no more than 30 mg/liter of BOD. Table 1 shows aerated lagoons with 95% BOD reduction potential to be capable of producing effluent in compliance with federal standards under both average and adverse flow conditions. Activated sludge processes and anaerobic lagoons, on the other hand, can only effectively treat wastewater of average BOD values...



# Adjusted Formatting

You asked me to suggest a treatment process for the wastewater from your new citrus processing plant and stated that any treatment process selected should:

1. exhibit performance effectiveness under average and adverse flow conditions
2. exhibit cost superiority in terms of initial cost and yearly spending.

I compared three treatment alternatives using the data you supplied and your criteria as a basis for comparison. This report recommends a process for economically and efficiently treating citrus processing waste.

## Summary

After considering three treatment processes, the activated sludge process, the anaerobic lagoon, and the aerated lagoon, **I recommend an aerated lagoon as the most efficient and economical method** for treating citrus processing waste. The advantages of the aerated lagoon over the other treatment processes are:

1. The aerated Lagoon is the only alternative which could meet the federal pollution standards under adverse flow conditions. It exhibit significantly better performance under all conditions through more consistent BOD reduction and higher organic loading potential.
2. The aerated lagoon affords significantly lower initial and yearly costs due to its ease of construction, operation, and maintenance. Per lagoon, the estimated initial cost is only \$400,000 and the annual operating cost is \$65,800, approximately half as much as the more economical of the other two options.

This recommendation is detailed below.

## 1. Performance Superiority of Aerated Lagoons

Aerated lagoons consistently produce a better quality effluent than do activated sludge process ease or anaerobic lagoons. Aerated lagoons exhibit BOD reduction and higher organic loading potential under both average and adverse flow conditions that do either of the other treatments schemes.

### 1.1 Superior BOD Reduction by Aerated Lagoons

The standard for BOD, as published in the Federal Register of July 1, 1990, states that all discharges into receiving streams shall contain no more than 30 mg/liter of BOD. Table 1 shows aerated lagoons with 95% BOD reduction potential to be capable of producing effluent in compliance with federal standards under both average and adverse flow conditions.

### 1.2 Superior Organic Loading Potential of Aerated Lagoons

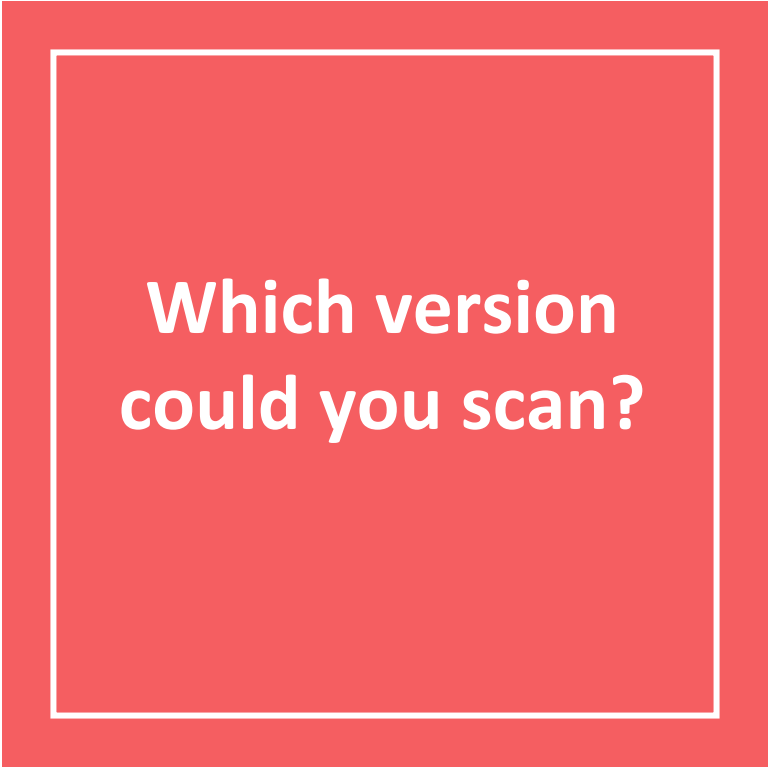
Seasonal shock loads typical of citrus processing plants are easily handled by aerated lagoons but tend to pose problems for activated sludge processes and anaerobic lagoons. Production within the plant will be a one-shift-a-day operation and may shut down completely on weekends and holidays, etc.

## 2. Cost Superiority of Aerated Lagoons

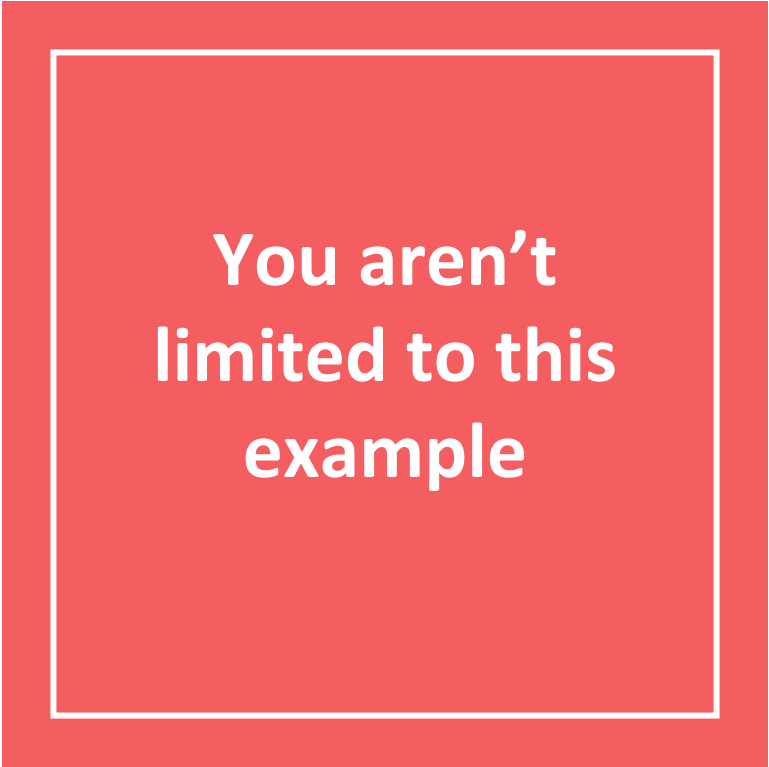
xx

## 3. Conclusions and Recommendations

Activated sludge processes and anaerobic lagoons, on the other hand, can only effectively treat wastewater of average BOD values...



**Which version  
could you scan?**



**You aren't  
limited to this  
example**

**Note: This is not a template for you to follow, just an illustration of importance if making even short texts more reader friendly and scannable.**

**You have (or will have) a rubric with guidelines and requirements.**

# Suggested Resources

- Top Twenty Errors in Undergraduate Writing
- TCP
- Hume
- Grammar Girl - Quick and Dirty Tips
- Mistakes Are a Fact of Life: A National Comparative Study
- Don't Make Me Think

