

**A PAPER PRESENTED AT THE TRAINING FOR ALL
PERSONAL ASSISTANTS IN THE UNIVERSITY OF LAGOS,
AKOKA**

TOPIC
**ADMINISTRATIVE DOCUMENTS HANDLED BY
PERSONAL ASSISTANTS**

By

**DR. OLAYINKA A. OBAFEMI-MOSES, FNIM,
COLLEGE SECRETARY/DIRECTOR OF ADMINISTRATION, CMUL**

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LETTER

A letter is a written message conveyed from one person or group of people to another. It can be hand written or typed through a medium for the purpose of clarity.

- **TYPES OF LETTER:**

Formal letters, informal letters, Semi-Formal letters, Official letters and Academic Letters. Each type of letter follows specific conventions and formats suited to its purpose and audience.



Features of Formal Letter

- Sender's address or Letter Head
- Reference
- Date.
- Name / Designation of Addressee.
- Address of the Addressee.
- Salutation.
- Subject.
- Body – Introduction, Content, Conclusion.
- Complimentary Close – Yours faithfully

INFORMAL LETTERS - Personal letters, Flexible

Features of an informal letter

- A friendly opening and close.
- A date.
- Informal and chatty language.
- Written in first person.
- Paragraphs.
- Addresses of the sender and recipient (depending on the type of letter)

SEMI-FORMAL LETTER

The semi-formal letter follows the same pattern as the formal letter. Semi-formal letters are addressed to people you don't know very well

- **Features of semi-formal letter**
- Sender's address
- Date.
- Name / Designation of Addressee.
- Salutation.
- Subject.
- Body – Introduction, Content, Conclusion.
- Complimentary Close – Yours sincerely

INTERNAL MEMORANDUM

- Brief business documents
- Used internally to inform or persuade employees
- Business/Management decisions on policies, procedures, or actions.
- From (Name of the sender or designation), To (Name of the receiver or designation),
- Reference (Ref No given if any), Date, Subject, the body of the message, signature and name of the conveyer, additional recipients can be copied (cc).

**CO-OPERATIVE UNIVERSITY
INTERNAL MEMO**

TO: All 2018 CUUK GRADUANDS REF:

FROM: AR, Examinations DATE:

RE: COLLECTION OF CERTIFICATES

Reference is made to the above mentioned subject.

This is to inform all 2018 graduands that certificates are ready for collection from Examinations office between 9:00 am and 4:00 pm during weekdays (Monday to Friday).

Note that we only prepared certificates for those who completed and submitted declaration forms indicating the order in which they would like their names to appear.

The following are the requirements for certificate collection:

1. Must appear in person
2. Must present original National Identity card
3. Must Present original student ID card
4. Must present fully completed student clearance form
5. Must present gown hiring form

BRIEF

It is a formal written presentation of facts & summaries about a subject with supporting precedents and evidences.

Types of brief

- **Legal brief:** A legal brief is a short write-up that a lawyer submits to a Court to compel it to rule in favor of his or her client.
- **Creative brief:** Short document that outlines the goals, mission, challenges, demographics and other details for a project.
- **Administrative brief:** Summary of biodata or career and educational history of a staff or student.

Features of a Brief

- Concise
- Factual
- Clear
- Substantiated and unbiased.

MINUTE

Directive requesting for information in order to get an outcome usually in a formal setting.

FEATURES

- Explain.....
- Compare.....
- Contrast.....
- Justify.....
- Analyse.....
- Clarify.....



MINUTES

Official written record of a meeting or hearing capturing discussions, decisions, task assignments and deadlines

Features -

- structured and formal.
- shared after the meeting to serve as historical documents in the future.
- Those who could not attend meetings remain informed
- Summary of the most important items that were discussed during a meeting.

Minutes Meeting title: 2023 Annual Recap		Date + Time: October 01, 2023 @ 1:30 p.m.	Location: Conference room 8, Reale
Attendees: Josh Smith, Director of Marketing Jessica Taylor, Director of Finance Stephen Waylan, Associate	Agenda Agenda Item 1: State of the organization <ul style="list-style-type: none">• Achievements• Product launches• 2024 projects• SEA market expansion		
Absentees: Jane White, Associate			
State of the organization Went over new product launches and future projects and discussed expansion toward the SEA market.	Financial review Discussed revenue and cost of production for the past year; financial review reports will be sent out company-wide via email by EOD.		
Strategic initiatives <ul style="list-style-type: none">• Waste reduction/minimization.• Reduce carbon footprint, zero emissions.• Raise brand awareness with a social media campaign.	Recognition and awards Employee of the Year: Well-earned appreciation for Jane White, who had the idea to launch the annual seminar, one of our most successful ventures.		
Announcements Josh Smith, Director of Marketing, announced his upcoming retirement from his role.	Employee questions Discussed employee questions and concerns regarding the upcoming seminar.		

MINUTES (CONTD.)

- Ensures accountability and transparency.
- Official record of proceedings.
- Promotes a culture of openness and trust within the organization.

THE PURPOSE OF MINUTES

- To provide clarity of topics discussed completed tasks and clarity of roles.
- It acknowledges those present and offer insight for those unable to attend.

What to include when writing meeting minutes?

- Meeting basics like name, place, date and time ...
- List of meeting participants. ...
- Opening remarks or Meeting purpose. ...
- Agenda items. ...
- Minutes of last meeting
- Adoption of the minutes
- Matters Arising from the minutes
- Matters of the day and discussions
- Next meeting date and place. ...
- Adjournment and closing
- Signed by Chairman and Secretary

SPEECH

- Expression or ability to express thoughts
 - Expression of feelings by articulate sounds.
 - A formal address or discourse delivered to an audience.
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- **Speech writing**
 - Process of creating a clear and organized script for a spoken presentation.
 - Method of conveying a thought or message to a reader using correct punctuations and expressions.



Elements of Good Speech Writing

Writing a great speech is all about getting a few things right.

- **Clear and to the Point:** Make sure your message is crystal clear and focused. Know what you want to say and stick to it.
- **Know Your Audience:** Understand who you're talking to. What do they care about? What do they already know? Customize your speech to fit their interests and level of understanding.
- **Start Strong:** Grab your audience's attention from the get-go. Use a catchy opening line or an interesting fact to hook them in right away.
- **Keep it Organized:** A good speech flows smoothly from one point to the next. Divide it into sections—beginning, middle, and end—and make sure each part connects logically to the next.
- **Stay on Topic:** Don't overload your speech with too much information. Stick to your main message and use examples that support it.
- **End Strong:** Finish your speech with a bang. Summarize your main points and leave your audience with something to think about or act on.
- **Practice Makes Perfect:** Rehearse your speech until you're confident. Pay attention to your pace, tone, and body language to make sure you're delivering your message effectively.

REPORT

- Structured and systematic *method of conveying information, findings, and analysis to a specific audience.*
- Piece of informative writing that describes a set of actions and analysis of results.



CHARACTERISTICS/ KEY FEATURES

- 1) **Strict adherence** to the guidelines in the Report.
- 2) **Thorough analysis** of pertinent information.
- 3) **Drawing sound conclusions** substantiated by the evidence and the Report's analysis.
- 4) **Clarity of expression:** Reports should be composed lucidly and concisely, devoid of jargon or technical terminology that might perplex the reader.
- 5) **Objective tone:** A Report must maintain objectivity, ensuring it should remain free from bias or personal viewpoints.

6) Precision and accuracy: Reports should be founded upon credible sources and precise, verifiable data.

7) Structured writing: Reports should follow a well-organised and logical structure featuring distinct headings, subheadings, and sections.

8) Visual aids: Including visual aids, such as charts, tables, and graphs, can significantly enhance the Report's effectiveness.



Report Writing Format?

systematic arrangement of a formal document that conveys information on a particular subject or matter.

- 1) Title page**
- 2) Table of contents**
- 3) Executive summary**
- 4) Introduction**
- 5) Main body**
- 6) Conclusion**
- 7) References**
- 8) Appendices**

PROPOSAL

- Formal submission for taking a specific action.
- Detailed and well-researched document for formal action.
- Document designed to persuade a prospect to adopt a solution to a problem.
- Solution that explains how it's used to fulfill a need

PARTS OF A PROPOSAL

- A proposal has a front matter, a main text and a back matter. The front matter involves things like a cover page, table of contents and background information. The main text is the discussion and argument, along with evidence. The back matter is the glossary, schematics and any additional information needed.



Purpose of proposal writing

- To persuade the reader to accept your submissions.
- To sell products or services to customers.
- To convince investors to invest in a company.

Basic Components Of A Proposal

- Abstract/Summary
- Statement of need
- Methodology and Outcomes
- Evaluation
- Dissemination
- Budget and Source of Funding

RESOLUTION

- A legally binding agreement or decision made by Management, company members or directors. The outcome of a resolution is determined by the votes cast for and against the decision. If the required majority is reached, the resolution is 'passed'. Resolutions can take various forms, such as ordinary and special resolutions, and must adhere to the governance regulations outlined in the Act.
- A proposal that is put before a meeting for discussion and decision. If a motion is passed it becomes a resolution.
- Resolutions are binding and should be recorded in the minutes of the meeting.

Resolution (contd.)

PART OF A RESOLUTION

- Each resolution has three parts namely:
- The heading
- The preamble
- The operative clauses.

ESSENTIAL ELEMENTS OF A GOOD RESOLUTION

- Achievable
- Satisfying
- Inclusive
- Balanced



Personal Assistants in the University System are expected to be versatile and skillful in the knowledge and operations of Administrative functions which they are part and parcel of.

For effectiveness and productivity, I enjoin all PAs to apply all knowledge acquired in this Training Session to their day to day activities.

