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**Communication and administrative writing**  
**Courses for master's degree in management**  
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## **Administrative Tips**

### **I - The Style**

#### **Be courteous**

Avoid any value judgments.

#### **Be objective**

Personal reactions have no place in official documents.

The signatory (who may be different from the writer) represents the state; therefore, they act within the framework of laws and regulations. Everything written should be verifiable, especially through references to official texts.

#### **Be clear**

As the administration's role is to prepare or make decisions, actions must be expressed clearly to be understood by the recipient. Use simple words. Each sentence should be informative and provide new information.

#### **Be logical**

The writing should be structured like a demonstration.

#### **Be responsible**

The writer is writing on behalf of the public authority. They use the "I" pronoun as a sign of assumed responsibility.

#### **Use administrative vocabulary**

There is a unique administrative vocabulary that typically expresses fundamental respect for hierarchy.

### **II- Formulas Tips**

#### **Introductory Formulas**

- Referring to a previous element:
  - I have the honor to acknowledge the receipt of your letter dated...
  - In response to your letter dated..., in response to your request of...
  - In reply to your letter dated..., in response to your request of...
  - By letter dated...
  - By letter cited as a reference...

- By letter mentioned in the subject... (one "cites" as a reference, one "mentions" in the subject)
- By your phone communication of...
- In accordance with circular number... of...
- You have brought to my attention...
- You have kindly drawn my attention to...
- I have been informed of...
- I have been informed that...
- The case when not referring to a previous element:

The letter can be introduced with "I have the honor..." followed, depending on the recipient, by:

- To bring to your attention...
- To inform you of...
- To let you know that...
- I have been asked to determine to what extent...
- It has come to my knowledge that...
- I have been informed that...
- For correspondence addressed to a superior:
  - To report to you...
  - To send you...
  - To present to you...
  - To kindly request...
- For correspondence addressed to an equal or subordinate:
  - To address to you...
  - To remind you...
  - To request that you kindly...
  - To inform you that...

### **Request Formulas**

Hierarchical distinctions are reflected in the use of verbs:

- For a superior:

Informs

Observes

Asks

Requests kindly

Engages...

- For a subordinate:

Reports

Presents to

Requests from

Proposes

Kindly requests...

- Exposition Formulas (precise terms) in the present indicative tense:

I add

I note

I observe

I inform

I confirm

I estimate

I specify

I emphasize

I consider

I note

I recall

These verbs in the infinitive form are often preceded by: I allow myself to, I believe I should, I can only...

- In a more authoritative manner:

I take note...

I believe I should draw your attention...

I do not underestimate... but...

- Exposition Formulas (softer terms)

Take note...

It is not unnoticed that

Do not fail to...

Find oneself called to...

... there is no doubt that...

It is not excluded that...

It is understood that...

Do not ignore that...

I do not lose sight of...

The use of the verb "know" serves to emphasize the theoretical impossibility of a contemplated event.

There can be no question of...

You cannot be unaware that...

It cannot escape you...

### **General Formulas**

Attach importance to

Deliver a copy

Decide that

Note a fact

Address a point

Accept a solution

Cancel a meeting

Postpone a meeting

Support a request

Ensure distribution

Defer implementation

Assess the validity of

Grant permission

Confirm the terms of

Lead to a solution

### **Linking words to introduce successive paragraphs**

They play a crucial role in conveying the content of your message:

On the one hand..., on the other hand...

Firstly..., secondly...

Not only..., but also...

First of all..., then..., finally...

Furthermore...

Moreover...

### **Expressions for transitioning from one idea or paragraph to another**

In my opinion...

As far as I'm concerned...

In my view...

Furthermore...

For my part...

Moreover...

### **Expressions for emphasizing the importance of an argument or directive**

Primarily...

Exceptionally...

Secondarily, incidentally...

For informational purposes...

For example: I would like to point out, incidentally, that...

### **Transitional words expressing restrictions and reservations**

However...

But...

Nevertheless...

### **Expressions providing temporal precision**

Right away...

Already...

Without delay...

Immediately...

### **The conclusion is generally introduced by expressions like:**

therefore..., in these conditions..., consequently..., followed by different formulas depending on the situation.

It should be noted that the use of different formulas is directly related to the writer's hierarchical position:

Generally, in functional correspondence, the use of the conditional tense is preferred: e.g., "I would greatly appreciate that..." (letter to an elected official) because the statutory position does not allow for demands.

A subordinate will address a superior in the same way.

Conversely, a superior can (and often will) use the present indicative tense: "I ask that you kindly ensure the proper execution of this directive..."

### **Conclusion Formulas (impersonal expressions)**

It is appropriate to...

There is reason to...

It is important to...

It is your responsibility to...

It is necessary, desirable, timely to...

**For example:**

Therefore, it is appropriate to immediately implement the provided measure.

It is essential that you intervene effectively.

It would be advisable for you to request...

Conclusion Formulas attenuated by the use of the future or conditional

I would be obliged...

I would be grateful...

Imperative Conclusion Formulas

Decide that...

Commit to...

Request that...

Invite to...

Call upon to...

Kindly request...

I reserve the right to...

I request...

For example:

I have decided that this matter will have no further action...

I kindly request that these instructions be strictly followed...

I request that you inform me of any potential issues...

I invite you to act with the utmost diligence...

Insistent Conclusion Formulas

Attach importance to...

Request vigilance in the implementation...

I would be obliged if...



## Other Phrases

I enjoin you...

I invite you...

I request you...

I invite you...

I urge you...

I will ensure...

I will pay attention to...

I will be grateful...

I would be grateful if...

For example: I kindly request that you report to me, by [date], the measures you have taken.