

**PENANG SANGAM HIGH SCHOOL**

**YEAR 11**

**OFFICE TECHNOLOGY**

**WORKSHEET 23**

**LESSON NOTES AND ACTIVITY**

<b>STRAND</b>	OT 11.3 Office Administration
<b>SUB-STRAND</b>	OT 11.3.3 Business Communication
<b>LEARNING OUTCOME</b>	<ul style="list-style-type: none"><li>• Distinguish between formal and informal meeting</li><li>• Identify documents required for a meeting</li></ul>

**MEETINGS**

**Formal and Informal Meetings**

In meetings there are basically two types of meetings – informal and formal meetings. The classification of any meeting will depend on:

- The number of people in the meeting
- The matter to be discussed
- The purpose of the meeting

**Informal Meetings**

Informal meetings have no rules or regulations and may be called on the spur of the moment.

**Formal Meetings**

These types of meetings have predetermined rules and regulations and official records are made of the discussions that take place in the meeting. Meetings of this type often require organization and prior preparation. Formal meetings have:

- A notice
- An agenda
- An arranged time and location
- Invited members
- Rules and regulations
- Minutes of the last meeting
- An appointed chairperson

**b) Rules and procedures for formal meetings**

The rules and procedures of a formal meeting are as follows:

- The Chairperson begins by declaring the meeting opened.
- Members are welcomed and apologies accepted.
- The Chairperson read through the minutes of the previous meeting
- She/he then calls for any amendments.

- If there are no amendments then the minutes is passed as a true record of the previous meeting.
- Discussions on matters arising from the minutes are then initiated. The chairperson explains the developments of motions carried.
- Questions must be addressed through the chairperson
- Members must remain quiet while the chairperson is speaking
- Members must rise to address the chairperson
- Members must rise to propose a motion or move an amendment.
- Only one person may speak at a time
- Any other matters not on the agenda may be brought up after discussions on the agenda
- A date for the next meeting would be set before the close of the meeting.

### **Documentations of a meeting**

**Notices of a meeting** - All participants of a formal meeting are informed of the date and time by a written notice. This is sent well in advance of the meeting so that members prepare themselves on the items of discussion. A notice can be in the form of a displayed advertisement or a memo and should include:

- The name of the organization or meeting group
- The type of meeting
- The date, time and venue
- The agenda in brief

**Minutes of the previous meeting** Copies of these and any other relevant documents should be made and kept ready for the meeting day.

**Agenda** This is the order in which topics are to be discussed in a meeting. It is the duty of the chairperson to ensure that all members keep to the order of the agenda.

**The Chairperson's agenda** - The contents will be the same as that which would be given to the members, however, the difference is that this will have a column on the right-hand side for the chairperson to make notes and reminders.

### **Activity**

1. Differentiate between formal and informal meetings.

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2. What includes in the notice of a meeting?

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3. What is agenda?

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THE END ☺