**Name**

**Course**

**Tutor**

**Date**

**Message 1: Recommendations Memo**

**FROM: (Name)**

**TO: Gary Schumacher**

**SUBJECT: The Best Point of Sale (POS) Systems**

I am writing this memo to propose three Point of Sale (POS) systems best for your business. These POS systems will empower online business and increase customer experience. I feel that the current POS system is outdated, non-responsive and incapable of improving our online presence. For a business to remain competitive especially in the online presence, it must have strong, highly functional and efficient POS. This not only improves sales and increases revenue but also revamps the entire system navigability and enhance the customer experience.

There are vital aspects considered when choosing the best POS for small businesses. As you choose POS for your business, I feel you must consider these aspects as they are integral in ensuring that business gets the best POS. Choosing POS you are required to assess the cost, functionality, ease of use and integration. Good customer support, employee management, inventory management, payment processing, and customer relationship management are equally important aspects. Given the nature of your business, I advise you to choose all the above factors, however, you must first consider the cost, customer support, ease of use and integration. The cost remains a fundamental factor when choosing POS for small business, you have to examine upfront hardware purchase, cost of add-on features, and monthly subscriptions. The upfront cost together with running costs should be manageable. As a burgeoning business in terms of its online presence, the POS you choose should have good customer support and easy to use. It should improve customer’s experience, ease the process of purchase items while answer questions and meeting their needs. Similarly, choose a POS software that integrates all operations of the business from marketing to bookkeeping. It should empower you to manage all operations of the business.

Having explored all considerations when choosing POS, I want to suggest three POS Systems that fit the bill and suitable for your business. I suggest square POS, Shopify POS, and ShopKeep POS systems. These POS systems are the best options for your business as they are easy to use, integrates business operations and relatively cheaper to use. To start with, Shopify POS has the best features, which are crucial for your business. Part of its fundamental features and capabilities including 24 hours customer support, in-built payment processing, built-in commerce shop, and accepts mobile payments. Importantly, it has built-in E-commerce, easy to use and integrates all aspects of the business. Like Shopify, ShopKeep POS has 24 hours phone support, use of mobile payments, built-in payment processing, and good integration of business operations. However, it lacks a built-in E-commerce shop, and built-in email campaigns.

Square POS another good option for your business. Worthily, Square POS is recommended for small businesses since it does not have to start up fees and its free system comes with in-built business management tools and payment processing. In terms of pricing, Square POS does not have a monthly fee unless the user wants to input add-features. Its add-features are inexpensive compared to other options. Other capabilities of Square POS include inventory management, employee management, and reporting as well as paid add-ons. The only disadvantage of Square POS is its lack of in-built E-commerce, you have to install E-commerce and integrate it with the POS. I recommend you intently consider the above recommendations since they are best options for your business

**Sincerely**

**(Name)**

**Quails Creations**

**Message 2: Employee Performance Memo**

**FROM: Vendor Integration Manager PrinTech**

**TO: David Federro**

**CC: Amanda Paik, Vice President of Client Services**

**Dear David Federro**

I write this Memo to you following a successful meeting that we held together where we highlighted different issues and made several recommendations. I must start by mentioning your outstanding and reputable work especially in developing Application Program Interfaces (APIs). Our clients are satisfied with your work and many highly rate your work. Your skills, capabilities and innovative ideas have made this organization competitive. While I agree that your contributions and brilliant performance in your duties in this company are unmatched, your pattern of behavior and cooperation with other employees has not been brilliant. Your behavior towards other members in your department has remained a hindrance to the progress of the business. Your mates have reported you as surly and non-responsive while consistently delaying your part of the project. You have also failed to meet important deadlines hence jeopardizing projects. Your performance, particularly, in the past few months has not been fruitful as your actions have been unpredictable. I must mention that on one occasion you missed work for one week, and later claimed that you were working at home. Besides, I had to reassign your project to the different programmers when it was clear to me that you will not deliver within the stipulated deadline.

In our meeting, you mentioned that you get uninspired by projects in our company, and this has made you lose your focus. You stated that you are passionate about volunteer work, and you despise working with other employees since their lack of imaginations and skill deficiencies hold you back. As I agree with you in some of your opinions, I feel that there are many more things that you can do to improve your performance. During our meeting, we made important commitments as follows: First, we agreed that you will meet all deadlines on your projects, and failure to do so may not only leave you ineligible for the year-end bonus but also the termination of your service. Secondly, report all issues that may prevent you from reporting to work such as illness or emergencies. Besides, in case you want to work at home, you must seek prior permission. Thirdly, behave collegially towards both your teammates and those work in other departments, and promptly respond to all emails and voice messages. Importantly, regular check-in with me for close monitoring of projects and asses every step of your project deadlines. Lastly, I am giving you greater responsibility to influence projects, you will be part of every project origination meeting, to allow you to suggest alternative and innovative solutions, and influence the scope of projects.

I must mention that your contributions to this organization are highly regarded, and your commitment is important in the continuity of this organization. I also value your cooperation and consider you as our best developer. Your work is integral in bringing customers to our company and ensuring loyalty to the existing customers. Your improvement in the issues made above and commitment to the agreements we made during our meeting will be a great turning point for both your career and the performance of our company. Lastly, I suggest that you meditate our commitments aspire to meet them, and I promise you my uncensored support.

**Yours sincerely,**

**Vendor Integration Manager PrinTech**