

How to Write a Business Report, a business report [1-2]

References:

1. YDI340 Business English Ders Notları (2007)
2. Akar N. Z., Özkan Y., Tarhan Ş. (2005) "Language and Communication Skills After Graduation"

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Important Points

- A report is divided into four areas:
 - **Terms of Reference-** This section gives background information on the reason for the report. It usually includes the person requesting the report.
 - **Procedure-** The procedure provides the exact steps taken and methods used for the report.
 - **Findings-** The findings point out discoveries made during the course of the report investigation.
 - **Conclusions-** The conclusions provide logical conclusions based on the findings.
 - **Recommendations-** The recommendations state actions that the writer of the report feels need to be taken based on the findings and conclusions.
- Reports should be concise and factual. Opinions are given in the "conclusions" section. However, these opinions should be based on facts presented in the "findings".
- Use simple tenses (usually the present simple) to express facts.
- Use the imperative form (Discuss the possibility ..., Give priority ..., etc.) in the "recommendations" section as these apply to the company as a whole.

» [1, 14]

Terms of Reference

Margaret Anderson, Director of Personnel has requested this report on employee benefits satisfaction. The report was to be submitted to her by 28 June.

Procedure

A representative selection of 15% of all employees were interviewed in the period between April 1st and April 15th concerning:

1. Overall satisfaction with our current benefits package
2. Problems encountered when dealing with the personnel department
3. Suggestions for the improvement of communication policies
4. Problems encountered when dealing with our HMO

Findings

1. Employees were generally satisfied with the current benefits package.
2. Some problems were encountered when requesting vacation due to what is perceived as long approval waiting periods.
3. Older employees repeatedly had problems with HMO prescription drugs procedures.
4. Employees between the ages of 22 and 30 report few problems with HMO.
5. Most employees complain about the lack of dental insurance in our benefits package.
6. The most common suggestion for improvement was for the ability to process benefits requests online.

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Conclusions

1. Older employees, those over 50, are having serious problems with our HMO's ability to provide prescription drugs.
2. Our benefits request system needs to be revised as most complaints concerning in-house processing.
3. Improvements need to take place in personnel department response time.
4. Information technology improvements should be considered as employees become more technologically savvy.

Recommendations

1. Meet with HMO representatives to discuss the serious nature of complaints concerning prescription drug benefits for older employees.
2. Give priority to vacation request response time as employees need faster approval in order to be able to plan their vacations.
3. Take no special actions for the benefits package of younger employees.
4. Discuss the possibility of adding an online benefits requests system to our company Intranet.

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[14]

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You are About> Education > English as 2nd Language > Business English > Business English Writing >

CHEMICAL ENGINEERING CONGRESS REPORT

Homework

Terms of Reference

Pink White who head of the chemical engineering congress has requested this report on participants consisting of students and professors benefits satisfaction .The report was to be submitted to her by 25 May.

Procedure

A representative selection of 75 % of all students and professors were interviewed in the period between April 15st and April 30th concerning :

1. Overall satisfaction with our content of congress ✓
2. Problems encountered regarding transportation and accommodation ✓
3. Suggestions for the improvement of technological and communication policies ✓
4. Problems encountered the catering service that is made by cafeteria department

Findings

1. Students and professors were generally satisfied with the content of congress. ✓
2. Some problems were encountered in accommodation because of the inadequate number of rooms for all students and professors. ✓
3. Invited speakers, who came from foreign countries, had problems of access to congress center. ✓
4. Students, who are between 20 and 25 ages, were disturbed by technological failures in congress. ✓
5. Most of the students complained that they could not ask questions on issues about they curious about to the speakers. ✗
6. The most common suggestion for improvement of the technological problems was operation of IT expert in congress center.

Conclusions

1. Older professors ,who are over 50,are having serious problems about the accomodation because of the uncomfortable rooms. ✓
2. Accomodation center of the congress and technological system in congress needs to be revised as soon as possible. ✓
3. Improvements need to take place in accomodation response time. ✓
4. Information technology improvements should be considered for students become more technologically savvy. ✓

Recommendations

1. Meet with IT expert to discuss the serious complaints that concerning technological failures. ✓
2. Give the professors and students ,who join to the congress, the participants document/plaque to forgive you about the accomodation an technological problems. ✓
3. Contract with an organization company for development of the catering service in congress. ✓
4. Contract with a transport company in order to facilitate access to congress center for participants. ✓

Terms of Reference

Prof. Dr. Peter Brown, Head of Department of Chemical Engineering has requested this report on overall participant satisfaction of composites conference. This report was to be submitted to him by 30 April 2014.

Procedure

A representative selection of 50% of all participants were interviewed in the period between April 22nd and April 25th concerning:

1. Overall satisfaction with the organisation.
2. Opinions about the length of the presentation and recess time, food quality and availability on recess and accommodation status.
3. Problems encountered during the organisation and suggestions regarding the development of future organisations.

Findings

1. Participants were generally satisfied with the organisation.
2. Some participants found the presentations long and recess time short. ✓
3. Some participants had problems about treats offered during recess.
4. Minority of participants had hard time finding accommodation closer to the organisation address.

Conclusions

1. Revaluation is needed about presentation and recess time. ✓
2. Improvements should be made regarding food and accommodation. ✓

Recommendations

1. Meet with the academic staff and assign at least 3 person to coordinate the organisation.
2. Put application deadline to early dates so that adjustments can be made according to participant number.
3. Give priority to early meetings with catering firm and be more specific about the food choices.
4. Contact with accommodation places close to organisation address for an early reservation.