

**LESSON: 12**  
**WEEK: 12**  
**TOPIC: REPORTS (cont'd)**  
**AIM: TO ENABLE STUDENTS TO DRAFT BUSINESS REPORTS.**

**Learning outcomes:**

- To understand the parts of formal and informal reports
- How to decide on the format?

**NOTES**

1. Parts of a formal report
2. How to write an informal report?
3. Formats



**1. Formal and Informal reports**

**Formal reports** are used usually between two registered companies and therefore are considered an external communication. There are certain definite features of a formal report. The formal report consists of these parts:

- Company name
- Title
- Terms of reference
- Procedure
- Findings
- Conclusion
- Recommendation
- Close

**The company's name** should be exactly like in the letterhead or visiting card. Address and other details may be added if necessary.

**Title** is the subject heading, which shows the outline of the matter. This should always be in CAPITALS and begin with the words REPORT ON.....

**Terms of reference** is the details of what is written, who asked you to write and when did they ask you to write.

**Procedure** is the steps taken to collect the information. It could be a meeting, discussion, spot check, material from a magazine etc. It should be numbered according to the date that it was handled.

**Findings** is the information gathered which is arranged according to its date. It should be itemized as follows:

1. AKSAKWDJDFHKJFH
  - 1.1 Adrfkdrtrjkyylku;l'h
  - 1.2 Ajrdgj;sjtrl;tyykyl;h

**Conclusion** is the summary of what is written in the findings. It should be numbered or can be in paragraphs.

**Recommendations** are optional. This is also numbered and is the opinion of the writer, written only if asked.

**Close** consists of the writer's signature, name, reference number and date.

**Informal reports** are used within a company; therefore, it is considered as internal communication. An internal report could be vertical, horizontal or diagonal communication. Since it is an internal communication it is written in the form of a Memo. The contents could be

- Numbered and in paragraphs
- Itemized in the form of 1.1, 1.2, 1.3, etc....

## 2. The Format

There are various possible formats, chosen according to the type of report which may run from a single sheet to hundreds of papers. Extended formal reports are used for important issues often government sponsored, short formal reports, and are often used as a way to communicate information between middle and senior management.



## Assignment

You work for Mr. Fenworth, Fenworth Fashions, 1117 High Street West, Hale, Cheshire WAS 7TH.

Mr Fenworth tells you that he is thinking of allowing the staff to wear their own clothing instead of the staff uniform that everyone has to wear. Before he makes any decisions he wants to hear the opinions of the staff and he has asked you to speak to them and write a report for him.

These are the notes that you have gathered:

✓ *Why staff like uniform*

*Everyone looks the same - no one seems better than anyone else - cheaper - the shop supplies the uniform - staff don't have to buy clothes - customers can easily recognize the staff in the shop.*

✓ *Why staff don't like the uniform*

*Not very fashionable - makes you look old - the same for all seasons - too hot in the summer - wearing uniform is like being in school - doesn't suit everyone - better choose own clothes.*

NB: More people against uniform than in favour of it.

### WRITE THE REPORT

(COURTESY: Communication for Business by Shirley Taylor)

### Reference

Communication for Business by Shirley Taylor III edition, Page number 129 to 144.



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