

TECHNICAL REPORT WRITING

FIRST YEAR
NOTES

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Technical Report Writing Notes, First Edition

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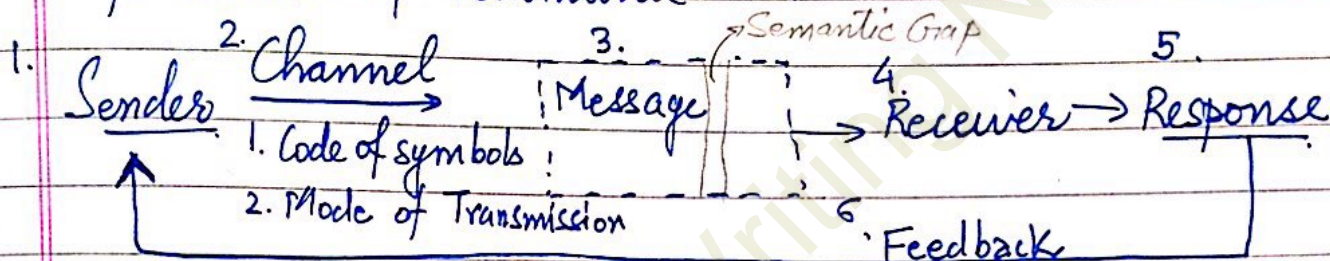
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CH-1

PROCESS OF COMMUNICATION

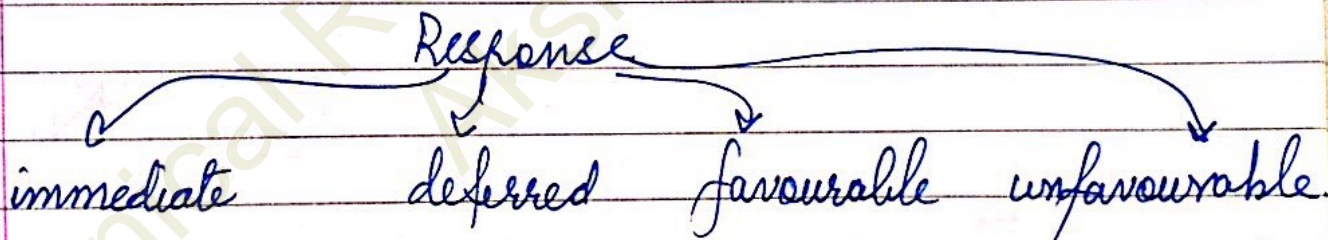
Response = Action taken by the receiver as per the message sent by the sender

* Imp. elements of communicⁿ :-



* The code of symbols must be in a lang. that is both understandable to Sender & Receiver

* The receiver will decode (i.e. he will have to INTERPRET the message) the message



* If receiver acts in a way that is accepted/liked by sender → effective
Otherwise → ineffective

* Response → action made by receiver
Feedback → observⁿ made by sender

* Common frame of reference: The background, purpose & interest should be common b/w sender & receiver, then, the process of communicⁿ is

possible b/w them.

* Barriers in Communicⁿ

- ✓ Semantic gap : Occurs ~~in~~ in a message when:
 - Sender's not clear by the objective.
 - Use of inappropriate lang. : sender sentences formⁿ, use of words → good or pleasing or bad.
 - ~~Not~~ Receiver not able to interpret/understand.

✓ Pg. 5, 6, 7

CHAPTER-3

NON-VERBAL COMMUNICⁿ

- 2 basic factors to divide it.
- Spontaneous & often unplanned
- reveals the attitude & intention of speaker.

ASPECTS

* Kinesics

Refers to general body lang.

- Personal Appearance : Shows interest, attitude, ...
- Facial Expression : Reflection of thoughts, feelings, ...
- Eye Contact : reflects intelligence, sincerity, confidence, conviction, ...

* Paralinguistics

Facial expression

* Universal expressions

Happiness, Anger, Sorrow, Disapproval, antagonism.

Eye contact

→ Raised look: dominance

→ Downcast look: weakness, submission

→ Movement: Give due about your personality and conveys a message about it.

→ Posture: Shows degree of alertness, sense of purpose, confidence, self image.

→ Gesture

- (i) enumerative: Talking about nos. :- show nos.
- (ii) descriptive: describing an object :- small or big
- (iii) locative: Locating a posⁿ
- (iv) Symbolic: Sometimes used to make symbols.
- (v) Emphatic: Drama aspect → emphasise a stmt

* Paralinguistic

Voice quality → sounds pleasant & has attention of audience.

Loudness or softness of voice

Refers to the speed at which a person speaks
 Normal pace \approx 130-150 wpm.

No. of times vocal cords vibrate
 Change in pitch leads to inflections.

: Quality ←

: Volume ←

: Pace ←

: Pitch ←

: Pronunciation ←

Need to have some standardised pronunciation

Articulate clearly ←

Stress the syllables correctly ←

Modulate to convey meaning

: Pauses ←

To emphasise a point

To signal the end or beginning of a speech act
Specific punctuations

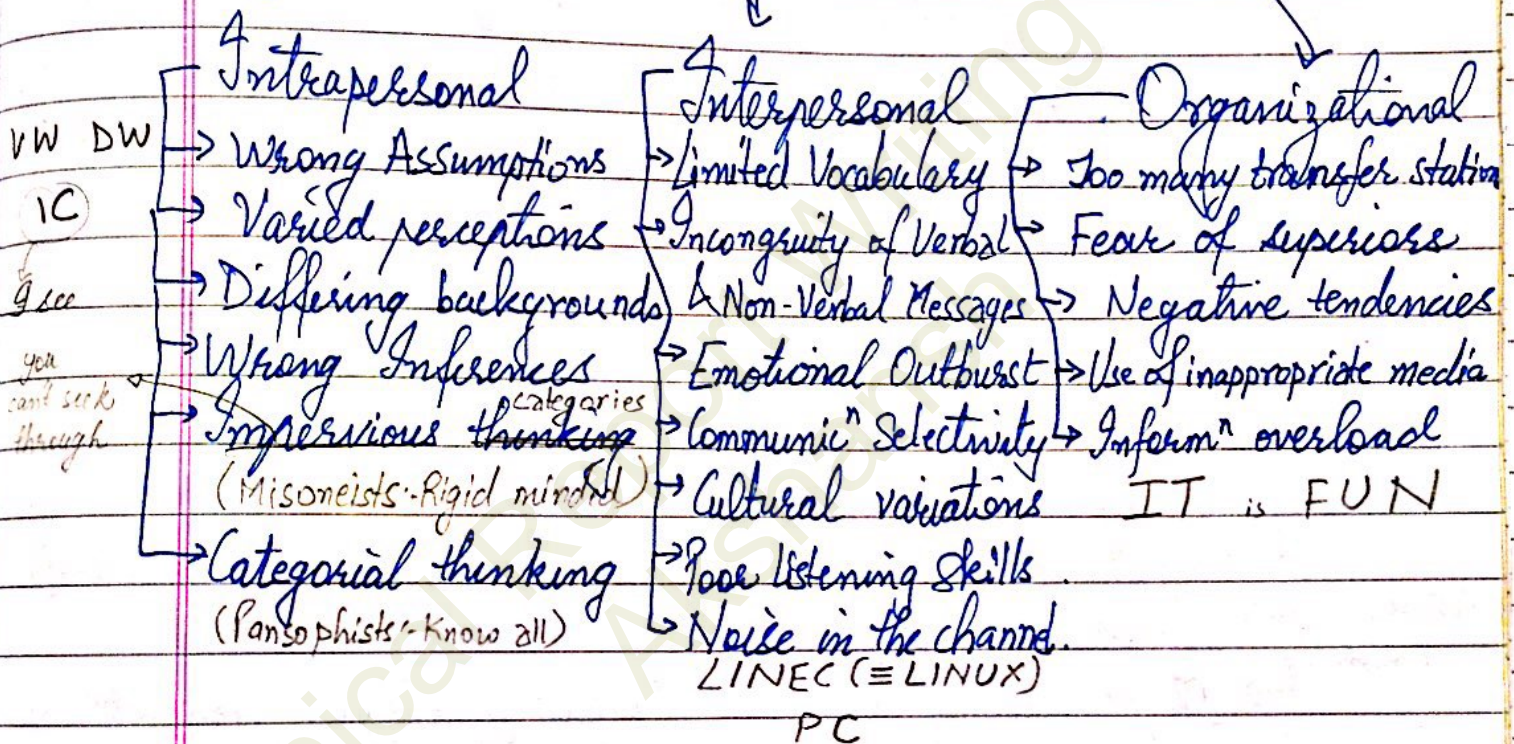
- ⊗ Proxethics: use of space in face to face inter^{ns}
- ✓ Intimate space → personal to 6 inches
 - ✓ Personal " → 6 inches to 4 feet
 - ✓ Social " → 4 to 12 feet
 - ✓ Public " → 12 to 30 feet

- ⊗ Chronethics: Study of time management & its role in communic^{ns}
- ✓ Helps in building trust

Chapter - 4

BARRIERS TO COMMUNICATION

Book :- Technical Communicⁿ
 My Book :- Pg: 23 - 36



Oral

PRESENTATION (45 marks)

- Define the objective of your presentⁿ
- Make the topic narrow.
- Be specific, crisp & clear.
- Preparⁿ of slides:
 1. Topic, Name, ID, Date
 2. Objective / Agenda, Contents → just tell others
 3. Concept to be described (4-5 slides)
 4. Conclusion
 5. Bibliography

* Evaluation criterion for Oral Presentⁿ

1.	Opening	: 3
2.	Content & Organise ⁿ	: 5
3.	Slide Present ⁿ	: 4
4.	Manner	: 3
5.	Body Lang.	: 8
6.	Eye Contact	: 8
7.	Vocal Quality	: 8
8.	Language	: 3
9.	Conclusion.	: 3

Total : 45

1. Opening
- 45 sec - 1 min.
- Opening stmt. (Attention seeking stmt) → Quote probably
 - Announcing topic
 - A preview of presentⁿ (what would you present in the upcoming slides)

3. Slide Presentⁿ
- Slide 1: Topic, Name, ID, Date
 - Slide 2: Plan of Presentⁿ (^{Agenda} ~~Content~~ basically)
 - Slides (5): Content: Text, Pictures, Graphs
 - Last slide: Bibliography

4. Manner :- How confident, crisp, clean, clear were we?

9. Conclusion :- 1. Summarise in a line or 2 → give restatement
 *2. Use concluding statement (Punch lines) **

REPORT

A Report

It is :-

- ✓ a formal statement of facts or information
- ✓ presented in a conventional form
- ✓ written for a specific audience
- ✓ includes information about the "procedure of data collection"
- ✓ analysis of data and its significance
- ✓ conclusions drawn
- ✓ recommendations (if required)

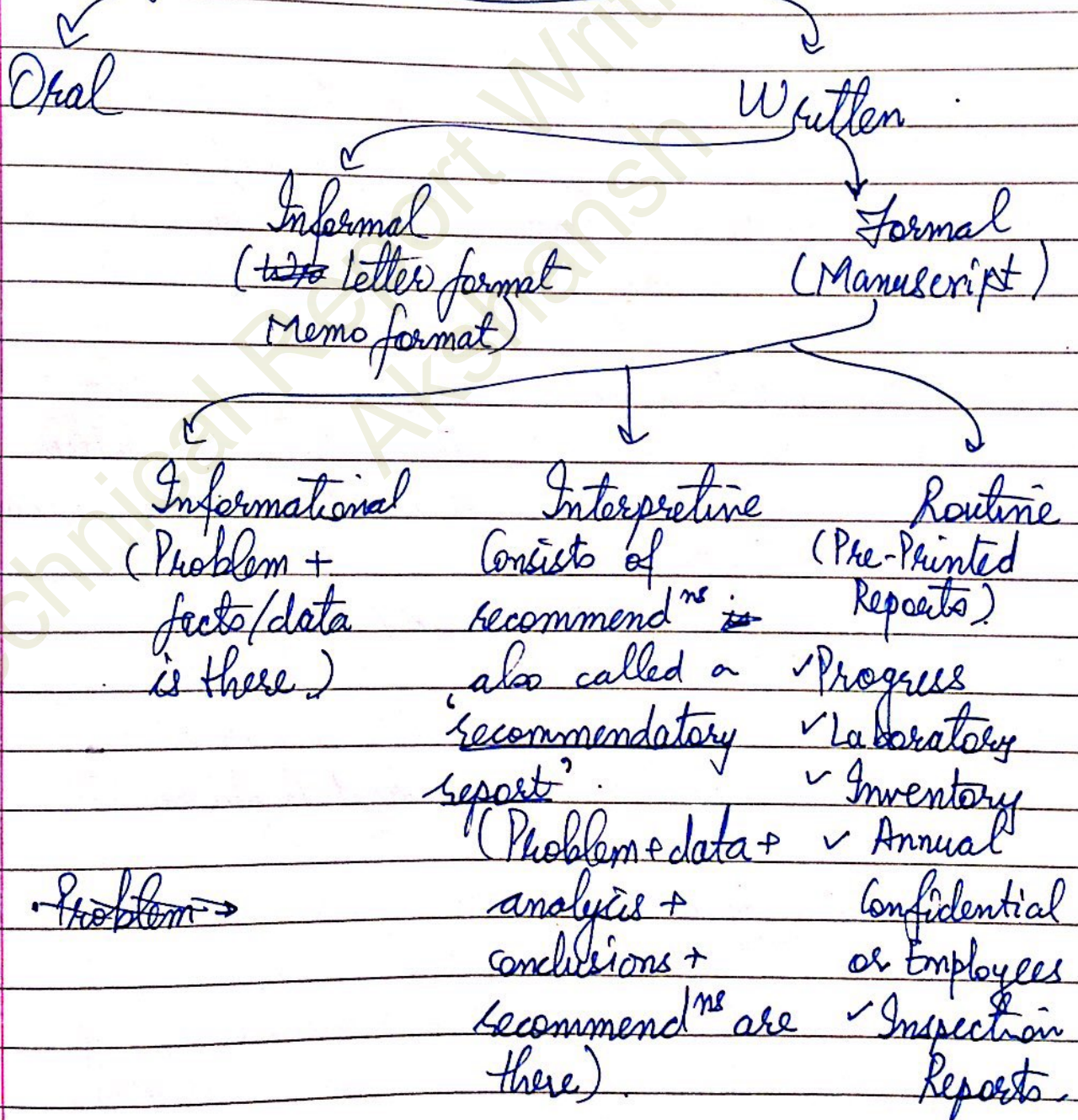
* Importance of Report Writing

1. Helps in taking decisions by giving detailed information.
2. Helps to perform jobs of planning & evaluating men & material resources efficiently.
3. Helps in critical evaluation of performance of individual or an organisation for growth & process.
4. To improve the working of a company through analyses of its own process of production, distribution etc, & comparison with other similar organisations.
5. It is an accurate & permanent record of facts.

* How reports help the writer

1. Train the writer in planned & orderly procedure & logical presentⁿ of ideas & info
2. Develops the power of :-
3. - One more pt.

* Types of reports



Name of document

Inspection Report On - - - - -

Number :

Make :

Model :

Date :

Type :

Serial no :

Checked by :

(a) Visual Inspection 3 options each

- 4-5 { (i) Case : : broken / scratched / normal
 (ii) Top cones : cracked / dented / normal
 (iii) Power cord : cord missing / connector broken / normal
 - - - - -
 - - - - -

(b) Mechanical Inspection 3 options each

- 4-5 { (i) Fan : cooling / stopped / noisy
 (ii) Toner : ink insufficient / leaking / ink sufficient
 (iii) Discharge lamp : fused / dim / bright
 (iv) - - -
 (v) - - -

(c) Suggested Repairs and Replacements

(d) General Remarks

Signature -

Ch: Preparatory Steps

① Main steps for writing report :-

- (i) Define your purpose & scope.
- (ii) Determine your audience.
- (iii) Collect the data.
- (iv) Organise the material.
- (v) Make an outline.

(i) Defining scope & purpose :-

* Terms of reference :- are specific instructions given to the report writer as to what objectives are to be achieved through the report

eg :- Writing a trouble shooting report (task).
(These items will be written as purpose/objective while writing the report)

- purpose
- To locate cause of the problem
 - To analyse the existing facilities.
 - To suggest remedial measures to stop
 - The recurrence of the problem.

• Purpose :- the objective of your study

• Scope :- Extent of coverage (info)

Methods of Collecting data

- Personal check^m
- Telephone ~~o~~ ⁱⁿ interview
- Personal interview
- Questionnaires

Sources

- Internal records
- Library
- Internet

a Questionnaires

Types of Questions

(1) Open-ended

Respondents create their own answers and state them in their own words.

eg :- 'What should be done to improve the community?'

(2) Numeric Open-ended :-

eg :- 'How much did you spend on food this week?'

(3) Close-ended with ordered response :- Answer choices are provided, each a graduation of a single dimension of thought or behaviour.

eg :- 'What is your present age?'

(1) Under 25 years

(2) 26-50 yrs

(3) 51-75 yrs

(4) over 75 yrs

(4) Close-ended with unordered response options :-

Answer choices are provided, but no single dimension underlies them

eg :- 'What best describes the kind of house you live?'

- (1) single family dwelling
- (2) duplex or triplex
- (3) apartment
- (4) mobile home.

(5) Partially close-ended questions :- Although options are provided, respondents also have the choice of creating their own responses.

eg :- 'Please indicate your role as a leader?

- (1) Organizational leader
- (2) project leader
- (3) activity leader
- (4) other _____

(6) Dichotomous Questions :- A question with 2 possible answers.

eg 'In arranging this trip, did you personally phone the organizers?'
Yes No

(7) Likert Scale :- A statement with which the respondent shows amount of agreement / disagreement.

eg :- 'Small airlines generally give better service than larger ones'

Strongly agree	agree	strongly disagree	disagree	neither agree nor disagree.
----------------	-------	-------------------	----------	-----------------------------

How much do you agree, with each of the following statements.

Strongly agree | Agree | Disagree | Strongly disagree
Neither agree nor disagree

- My manager provides constructive criticism.
- Our medical plan provides adequate coverage.
- I would prefer to work longer hours on fewer days.

(8) Importance scale :- A scale that rates the importance of some attribute.

eg :- Please indicate their importance to you by using 1 to indicate low importance & 5 to indicate high importance.

Management communicates its goals & strategies effectively.

1	2	3	4	5
---	---	---	---	---

(9) Rating scale :- A scale that rates some attributes from 'poor' to excellent.

eg :- American food service is:

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

eg :- On a scale where '5' means you have great amount of interest and '1' means you have none at all, how would you rate your interest in each of the following topics?

Domestic politics _____
 Foreign affairs _____
 Science & health _____

(10) Check list - (> 6 options)

Tick the flavor of ice cream you like :-

- Vanilla
- Strawberry
- Chocolate
- Fudge
- Pecan
- Fruit & Cream

COVERING LETTER

— Questionnaire —

§ Format :- Full block & open punctuation .

Sender's address :-

Name of the organizⁿ.

P.O. Box, City, Country

Tel. No : -0091-..... Fax No : 0091-.....

Email :- _____

Website : _____

23 October 2011

Subject / Title

Dear (any appropriate salutation)

→ Respondent / → name is preferable

Body (Min. 3 para)

Complimentary close

Yours sincerely

Signature

Name

Designation

} Signature block

Encls : (i) A Questionnaire

(2) Self addressed envelope

(3) Acknowledgement slip

⇒ * Sample cover letter → pg 388 (RB2)

* Sample Questionnaire - Pg. 300 - 302 (TB)

Content (Body)

1st

• Introduce the survey, explain the purpose of the survey (who is conducting & why)

2nd

• Explain & why he/she should participate in the survey (should write the importance of survey and benefit to the society at large)

• Encourage complete & candid answers

• Indicate the deadline to return the questionnaire in the self addressed envelope.

Mention that he/she should post the acknowledgment slip.

3rd

- Indicate the readership → who is going to read
- Assure confidentiality
- Give contact details of those who may be contacted in case of any query.
→ Tel. No. & email ID.

~~Principles of Organization~~

∴ Subheadings can be written in 3 ways:-

- Word
- Phrase
- Sentence

- Elements of Style → Name of new chapter.

Home Assignment :- (Till Thursday)

1. Your company launched website → sell products online. 2 yrs passed.

(15 Ques) Questionnaire → How effective website is.

Focus → user friendly

how often visited

whatevers reqd for customer satisfaction.

Also give cover letter.

Questionnaire Heading format
Topic

① (1-3) → Name, age, gender → personal details -
↳ Demographic details

———— Draw a line ————

Multiple choice (3) → 3

Ranking (3) → 1

Check list (3 questions) → 1

Open ended (1% atleast)

Scale (Importance/Agreement) (1 atleast)

Dichotomous (1 atleast) → 2

* The left questions (out of 15) → repeat any of the last 3.

Elements of Style

Practice Questions

Q. - Rewrite the following sentences to make them objective & clear for the report :-

1. This room is spacious enough to accommodate the overwhelmingly large audience that is expected to attend the meeting.
This room can accommodate 200 people.
2. Some members of staff flitter away their time in long tea-breaks & let let their work suffer.
Some staff let their work suffer by taking long tea breaks.
3. The leather industry's boom surprised traders.
4. The recent measures against economic crime have filled the markets with essential commodities.
5. The smoke from the mill has polluted the town.
6. The excessive attention to technical details has demotivated the employees.
7. He struggled to get the information from unwilling respondents.

8. The continuation of red tapism has made the staff nervous.
9. The new device has achieved excellent results.
10. The new blast furnace has made ~~to~~ this part of the building very hot.

Ex-2
Q.2)

A large [→] ~~or~~ listened to
1. ~~The~~ crowd heard the learned speaker

- X 2. The present system of direct taxation needs examination by experts
✓ The experts need to examine the present sys. of direct taxation.
3. The key feature of this equipment is that its
X ~~running cost is very low~~ ~~to~~ running cost
✓ The desirable & distinctive feature of this equipment is ^{its} ~~this~~ low running cost.
4. Employees in key position have given significant info. about the working of organisation
5. 25% production hike shows the importance of ~~the~~ new measures.

6.

Ch:- Writing a report.

o Front Matter

TITLE
PAGE

Report Number 123.

Comes
after

BHARAT STEEL CORPORATION
Harshnagar
Chandpura

(Cover pg)

Format in
textbook

To be
bold or
in
capitals

A report
on
Installing a New Production Plant

Format
to be
used
when
you &
receiver
of report
are in

Person who
has authorized
you to write the
report

Prepared
For
Name
Designation

your
name

by
Name
Designation

Same
company.

Approved by
Name
Designation

approve few legal issues, simple
issues - - -

→ Date has to be full.
17 January 2005

* If the sender & receiver of the report are in different companies, follow the format.

Report Number 123

A REPORT
ON
INSTALLING A NEW PRODUCTION PLANT

Prepared
For
Name
Designation
Name of the organisation

by
Name
Designation
Name of the organisation

Approved by
Name
Designation
Name of the organisation

17 January 2005

◦ Forwarding letters

◦ Acknowledgements

- ✓ Maintain the hierarchy (from the person higher in hierarchy) start
- ✓ Start from a fresh line for every person.
- ✓ Add variety to sentences.
- ✓ Don't get too emotional while writing.

◦ Table of Contents

TABLE OF CONTENTS

Preface	i
Acknowledgements	ii
Summary	iii
1. Introduction	1
2. Effects in General	3
2.1	
2.2	

◦ List of Illustrations

- ✓ Give serial nos. & write caption followed by pg. no.
- ✓ Includes tables, graphs, pie charts, figures

◦ Abstract & Summary

* An abstract is meant to give the reader ~~an~~ an overall view of the report. ~~to~~

- ✓ Tells in conc. form what a report is about.
- ✓ Shorter than a summary.
- ✓ 2 to 5% of original
- ✓ "Specialist to specialist communication".
- ✓ It includes
 - Objective
 - Main findings
 - Significance

* Summary gives the substance of the report in a nutshell

- ✓ 5 to 10% of original
- ✓ Meant for all readers
- ✓ It should contain
 - Intention (purpose & scope)
 - Outline (what was done & how it was done)
 - Main findings
 - Main conclusions
 - Main recommend^{ns} (if necessary)

◦ Main Body

1. Introduction

- Background of the study
- Authorizⁿ
- Objective
- Scope
- Limit^{ns}
- Method & Sources of Data Collⁿ
- Preview of the report (Chapter Summary)

Each will be a diff^t heading & numbered.

◦ Background :- 10-12 lines

◦ Authorizⁿ :- 2-3 lines
- who has authorized you to write the report

★ Objective :- (most imp. part)

- Aim/Purpose of your report
- 2-3 objectives would be there most of the time
- Analysing a problem, suggesting methods

◦ Scope: Those aspects that have been covered.
- Factors that you have taken into consideration

◦ Limitⁿ :-
 - what factors not considered
 - why not considered sth else & what was the problem :- limitⁿ of time, sources, permission to access data

◦ Methods & Sources of Data Collⁿ

↳ - Survey, Study
 People (for questionnaires)
 Library
 Journals

◦ Pr Review :- Tell in brief :- Discussion
 Conclusion
 Recommendⁿ

eg

◦ Scope & Limit^{ns}

This study investigates potential participants' attitude towards recycling in general, their awareness of the campus recycling program, their willingness to recycle on campus, and the perceived convenience of the recycling bins. ~~Only~~ The study has considered aluminium, glass, paper and plastic for recycling.

◦ Limit^{ns}

Only a few items like aluminium, glass, paper and plastic have been considered for recycling, as they are the only materials

being recycled on campus at this time. There was shortage of time also, which led to unavailability of recycling facility for other materials. + lack of resources - lack of finances

Method of Study & source

Current business periodicals & newspapers were consulted for background information & to learn how other organizations are encouraging use of in-house recycling programs. In addition, a questionnaire survey of administrators, faculty, staff & students in Sun Coast University campus was conducted to learn about this group's recycling habits. In all, a convenience sample of 226 individuals responded to the survey.

what info has been taken from these sources

a number req'd telling how many people responded to the survey (n > 150)

Preview of report

Besides introdⁿ, the report contains six sections. The next 4 sections will analyse four materials & their trends. The fifth chapter will sum up with conclusions and the final chapter will provide recommend^{ns}.

Q. The Indian Government is concerned about the exodus of Indian doctors, engineers and academicians to foreign countries like America, Britain, Germany and Gulf countries and wishes to retain these professionals from the above cited fields to utilize their services for the motherland and fellow countrymen. In this connection, the chief secretary, Ministry of Human Resource Devt., New Delhi, has asked for a report investigating the causes of this trend & suggesting measures to arrest the exodus. As a research analyst in the above Ministry you have been asked to write the report to be sent to the chief secretary -

The following table shows the trend of exodus since 1999.

Profession	Countries immigrated to, after obtaining degrees			
	America	Britain	Germany	Gulf Countries
Doctors	50	27	18	5
Engineers	06	24	07	7
Academicians	13	27	12	48

The figures are in percentage

Ch-1 Introduction

Puffin

Date _____

Page _____

1 Introduction

1.1 Background

Brain Drain, a common issue seen these days, is, when the educated and professional people of your country, move abroad, to countries like ~~America, Germany, Britain, Gulf Countries~~ and other developed countries in the search of better job opportunities and services. Losing trained and educated youth of the motherland has been a cause of concern for the ministry. Exodus, to such an extent will lead to depletion of quality professionals in our motherland country, finally leading to slowing down of its development. The trend shows that since 1999, the exodus has been increasing.

1.2 ~~Author~~ Authorization

The Chief Secretary, Ministry of Human Resource Development, New Delhi saw this exodus as a big and increasing problem in the country and authorized for writing a report on this issue.

1.3 Objective

The objective of this report is to investigate the causes of this trend and to suggest measures to arrest the exodus.

→ Till scope, we have not been given the tabulated data ⇒ Write in general.

1.4 Scope

This study of the trend of migration of students shows that the students who graduated as doctors, engineers or academicians opted for countries like America, Britain, Germany and Gulf countries for their profession.

1.5 Limitations

Other developed countries were not investigated due to lack of time and finances. As per the orders of Chief Secretary, Ministry, only doctors, engineers and academicians were chosen for study as they were mainly being because the percentage of migration was seen to be overincreasing in these years.

1.6 Method of Study and source

Current corporate organizations from abroad, newspapers and periodicals were consulted to analyse the trend of migration of educated doctors, engineers and academicians to different countries. In addition to this, a survey of a questionnaire was conducted to in colleges and universities to see the views and ideas of students regarding, ^{choosing} foreign countries as an area of job profession. The college professors were also consulted to see where the cream of their college had been going in these years. In all 250, a

convenience sample of 200 students responded to the survey.

Chapter 2 Discussion

Note:-

1. Write the general observation (what is observed) findings
2. The survey questions → discuss causes of them; interpret the statistics
3. Give an illustration
4. Refer to the illustration in the text
5. Use words that define a trend
6. Give your major conclusion

~~2. Discussion~~

~~2.1. Immigration of doctors~~

Causes :- Better exposure to working cond^{ns}

- Better respect

- Salary

- Better Industries/Infrastructure Reputed place

- Better living standards

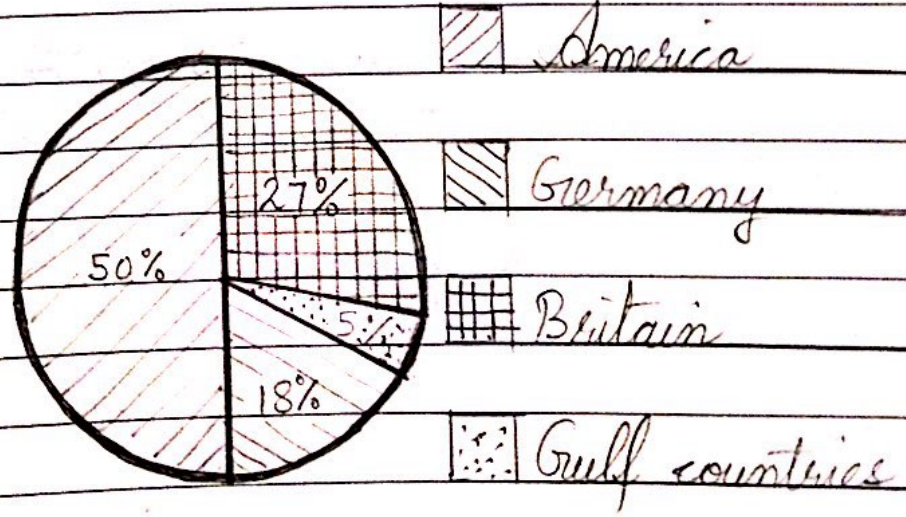
- Looks better on resume → talk in terms of age groups.

2. Discussion

2.1. Immigration of doctors

Throughout these years, India has seen a lot of immigration of doctors to foreign countries. The illustrious migration is mainly due to availability of better job facilities, easy living and greater income. The doctors illustration shows that most of the doctors preferred USA as the destination place for starting or continuing their professional career. The data shows that approximately 50% percent of the doctors migrated to America. Other countries, like the Gulf countries have seen ^{only 5%} ~~very little~~ migration of doctors, mainly because of ~~us~~ hostile weather conditions and unsuitable living conditions. Further, countries like Britain ^(27%) and Germany ^(18%) also have seen a moderate migration of doctors. The figure below shows that:

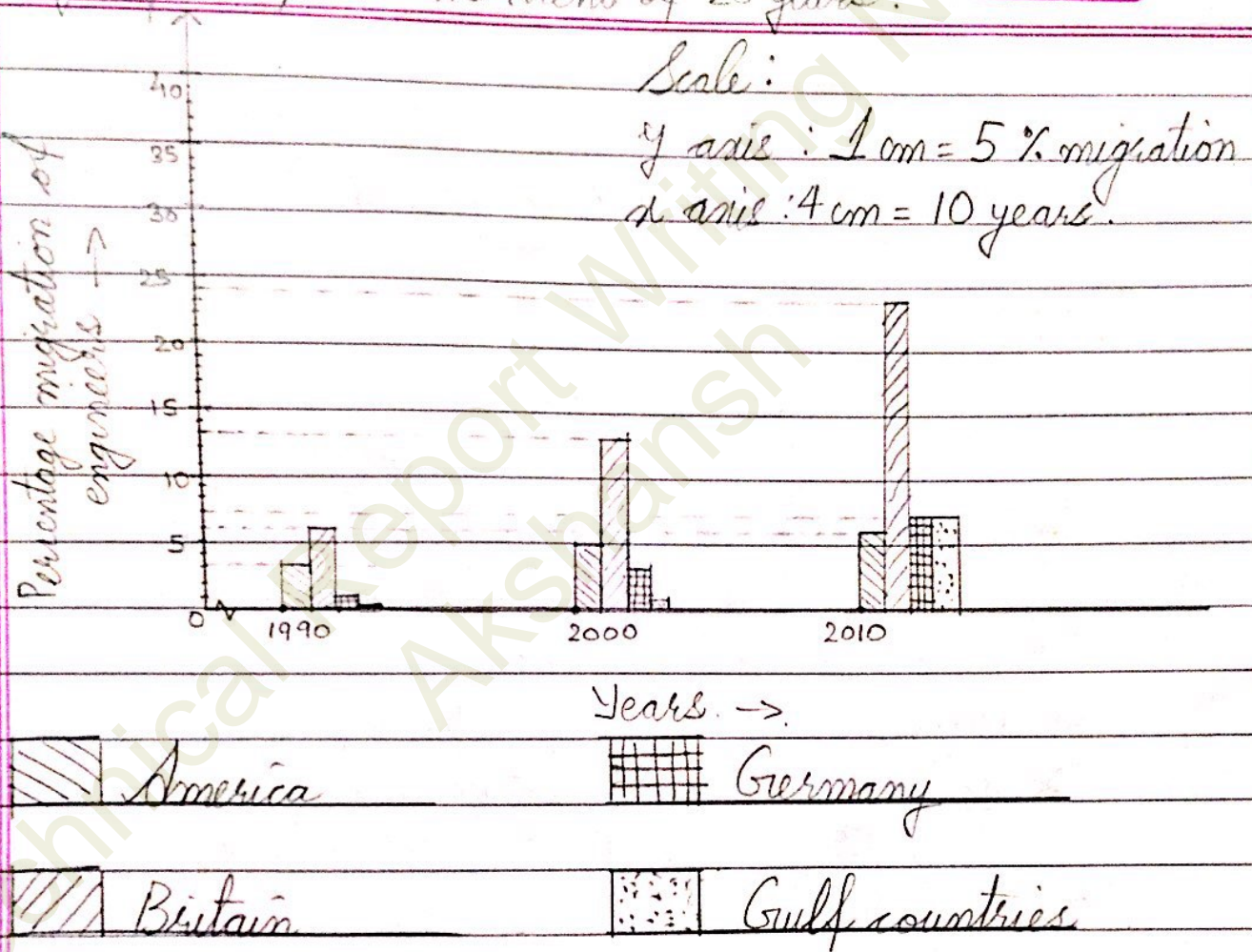
Figure 1:
 Percentage of migrations to countries after obtaining degrees



2.2. Immigration of engineers

Just as doctors, recently graduated engineering professionals find the foreign land better than their native land for working. The illustration in figure 2 shows that approximately 24% of the recently graduated engineers ~~and~~ went to Britain for excelling in their job career. This was seen mainly because of better instrumentation facilities, better exposure to working conditions, better pay and also, the pursuing job in a country like Britain ~~pr~~ brought respect in the eyes of the world for them. Statistics show that, apart from Britain, other countries, such as America, Germany and Gulf countries also saw immigration of engineers, but the percentage was very less (6-7% only). This ^{was seen} maybe due to better infrastructure and machinery available in Britain as compared to other countries. For instance, the Gulf countries saw less immigration of engineers due to hostile weather conditions. Figure 2 shows the trend of migration of engineers to different foreign countries.

Figure 2: Migration of engineers to different countries after obtaining degrees. Graph shows trend of 20 years.



Ch-3

Conclusion

3. Conclusion

• No. of subheadings = no. of conclusions + one overall conclusion.

• Conclusion should last 1 or max. 2 sentences -
Conclusion statement should have a finality to it.

Tense:
Past

* Sample sentence to start with :-

Based on the findings of the recycling survey of the members of the Sun Coast University campus community the following conclusions are drawn :-

1. Most members of the campus community are already recycling at home or at work without being required to do so.
2. Over half of the respondents recycle Al and paper on a regular basis; most recycle glass and plastic to some degree.
3. Most of the surveyed individuals expressed a willingness to participate in a recycling program. Many, however seem unwilling to travel very far to participate. 42 percent would like recycling bins to be located outside every campus building.

Ph-4

Recommendations

4. Recommendations

◦ No. of subheadings \neq = no. of recommend^{ns}
+ 1 overall recommend^m

* Sample sentence :-

Supported by the conclusions of this study,
the following recommend^{ns} are offered in an
effort to improve the oper^{ns} & success of the
Sun Coast recycling program:

Tense:
future

◦ Creatively think about a new suggestion to
overcome the problem. These ideas have to be
invented.

eg: ~~is~~ designing logo, training users, add bins, use
posters, recruit student leaders, develop incentive
programs.

* Short Reports

- Start directly with discussion: people are known to you & they know the matter being talked about.
- Level of formality is not that high. You can use → 'I looked into', 'I used this'.

MEMO REPORT FORMAT

Name of the Organisation -
Memorandum
→ Name of document

To : Name
Designation .

From : Name
Designation .

Date :

Reference :

Subject : [Gives an idea about the purpose & content of the memo.]
~~Authorization, method, source, scope (factors)~~

Para I: authorization, method, source, scope (factors);
Gives the content, task statement and

purpose of the memo.

Sums up all the main points going to be discussed in the report.

Para (II)

DISCUSSION (Heading)

Discuss the first main pt.

Para (III)

Discuss the second & main pt.

Para (IV)

Summary / Conclusions (Heading)

Para (V)

Recommend^{ns} (Heading)
if any.

C.C : Name, Designation.

Enclosure : (1)

(2)

Letter Report (No punctuation)

1. Letterhead format
2. Used mostly for external communicⁿ.
3. Style person^e (can vary based on the audience)
4. Organizⁿ of matter - Like manuscript reports.

Subject: purpose of the report.

I para: Introduction
Authorizⁿ (context)
Method & purpose

II para: Problem & method
Problem statement (why the report originated)
Methodology (method of data collection, sources, other details...)

Factors

III, IV, V Para: Name the factor as the subheading
Discuss each factor in detail, give supporting arguments, statistical evidences & logical ending.
Use ~~any~~ at least 1 illustrⁿ for any factor.

VI para: Summary - Conclusion
Major finding
Conclusion based on discussion.

VII para: Recommendⁿ
Based on conclusion.

Normal format of letter report

Its format is same as that of cover letter. Just add recipient's address before subject
(left aligned)

* Write "Reference no." above date.

Recipient's Address

Name of the recipient

Designⁿ

Name of the organisⁿ

P.O. Box

Area/City

City/Country

Pg. 233 Report

1st para: Talks about authorizⁿ/context } 1st para of sentences

Methods

Objective (one objective to establish a sponsored financial unit.) } 2nd part

* Give same kind of subheading

Pg-265

Memo Report

Q. Write a letter report on the existing communication sys. in your organization. Include any suggestions for improving it.

FOCUS CONSULTANCY SERVICES
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REFERENCE NO: 2AA 34P
12th DECEMBER, 2011

Mr. Swaminathan
Head of IT communication
Focus Consultancy Services
P.O. Box - 774715
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Subject: Suggestions regarding the existing communication system prevailing in the organization.

Dear Sir (no comma)