**DATE:**

**NAME:**

**WHAT IS A REPORT?**

Activity

1. Theory

# What is a report?

A report is a formal document that presents facts, information, arguments, statistical data, analysis of research, etc. in a systematic manner.

# What is a business report?

A business report is a written text that analyses a real-life business problem and recommends a solution.

# Who is it for?

A report addresses the decision makers.

# What is the purpose of the report?

The purpose of the report is:

* to communicate information​
* to answer a question​
* to solve a problem​
* to address an issue​

# What does the report consist of?

The report consists of:

### Title​

### Executive Summary​

### Introduction​

### Main Body​

### Conclusion​

### Recommendation​

##  Executive Summary

* summary of the main points ​
* conclusion of the report ​
* it gives reader an overview of the situation

*The aim / intention / purpose of this report is to outline / present / discuss / sum up …​*

*It is based on my observations / the feedback from participants … ​*

*My findings are outlined / presented below. / I outline my findings below. ​*

*The report contains the relevant details concerning the problem as you required.​*

##  Introduction

* the background​ Useful phrases
* who & why​
* the aim
* INTRODUCING POINTS:

*To begin with / Another aspect to consider...​*

* INTRODUCING YOUR OPINION:

*In my view / If you ask me...​*

* INTRODUCING SOMEONE ELSE’S OPINION:

*A few / Many /​ The majority / minority of people said / reported / complained...​*

* GIVING EXAMPLES*:*

*This can be shown / illustrated / demonstrated / clarified by...​*

* COMPARING:

*Unlike …,…is… / While / Whereas / Although…is,…is…*

##  Main Body

* What data & how​ Useful phrases
* Interpretation of the research results

##  Conclusion

*It can be seen from the data / reactions / information above that … ​*

*All things considered, I believe that … / Taking everyone’s comments into consideration…*

* what you think​ Useful phrases
* how you interpret

##  Recommendation

*I would like to suggest / recommend … / I therefore suggest / recommend … ​*

*I (strongly) recommend … /*

*My recommendation is to …*

* Practical suggestions & ideas Useful phrases
1. Practice

Read the following business report. To what extent does it successfully fulfil the requirements of a business report?

# Report on employee near-miss accident in NorthStar Manufacturing Incorporation

## Executive Summary

The manufacturing manager requested this report to determine the cause of the near-miss accident on Monday, November 8, 2021. The health and safety manager gathered the information in this report from the manufacturing floor supervisor, three witnesses, and the employee involved in the incident over the week of November 8, 2021.

## Introduction

On Monday, November 8, 2021, at approximately 10:15 am, the employee completed a pre-work checklist on the propane forklift with no recorded concerns. Shortly after, they moved the forklift and collected a large pallet containing 250 kilograms of material. After ensuring the pallet was on the forks, the employee lifted the pallet to a height of one metre and began moving the forklift. Without warning, the forklift malfunctioned, and the pallet hit the floor with considerable impact. As a result, the impact destroyed the product on the pallet and damaged the concrete floor. There were no personal injuries sustained.

The methodology used for this report is the investigative questioning of witnesses. The health and safety manager also consulted the employee's safety records and training reports for further details.

## Main Body

Upon investigation, the employee completed the pre-work checklist for the forklift's operation without cause for concern. The forklift maintenance records showed it was last serviced on October 28, 2021, and the maintenance company didn't report any repairs required. Witnesses say that the employee operated the forklift within normal safety limits and followed all safety precautions. After an extensive inspection of the forklift, the report shows that the hydraulic line on the forklift lift pump ruptured, causing an immediate decline of pressure, causing the forks to fail.

## Conclusions

The main issues we found were as follows:

1. Checking the hydraulic lines is not currently on the pre-work checklist for forklift operation.

2. The maintenance company confirms that they did not check the lines on their last maintenance service call.

## Recommendations

To address these central issues, we recommend the following steps:

1. Adding hydraulic line checks to forklift operational safety checks immediately.

2. Confirm with the maintenance company to arrange for regular hydraulic line inspections.

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