

Worksheet 6: An internal report

1 Read the tips for writing internal reports and choose the three that are correct.

- 1 use clear, precise, and concise language
- 2 give strong personal opinions throughout
- 3 use bulleted or numbered points
- 4 make sure any conclusions or recommendations are based on facts
- 5 use complex phrases and descriptive adjectives

2 Read the internal report and match these headings to the four sections (1 to 4).

A conclusions B terms of reference C recommendations D findings

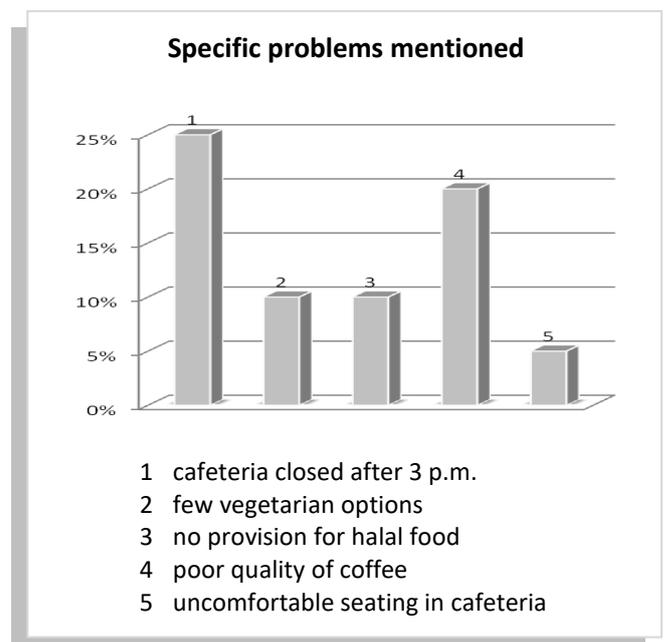
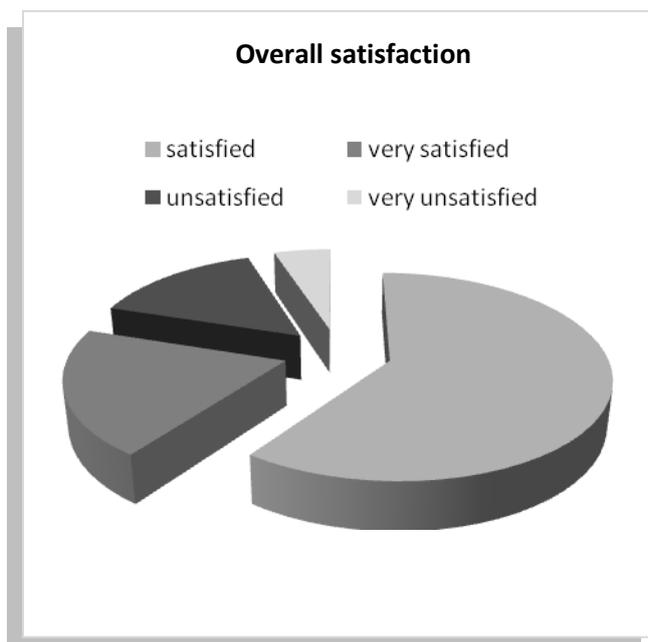
3 Match the phrases in italics (1–8) with the synonymous phrases in bold in the internal report.

- | | |
|---------------------------------------------------|---------------------------------------------|
| 1 <i>In summary, it can be stated that ...</i> | 5 <i>It was prepared on behalf of ...</i> |
| 2 Interviews were <i>conducted</i> with ... | 6 <i>It was discovered</i> that ... |
| 3 They were asked to <i>express a view on</i> ... | 7 <i>An observation of note</i> is that ... |
| 4 It is <i>thought to be</i> acceptable. | 8 <i>It takes an in-depth look</i> at ... |

4 Discuss these questions.

- 1 Why are passive structures used in sections 1–3 but active structures in section 4?
- 2 What is the purpose of using numbered points in each section?
- 3 Why are modal verbs (*ought to, should*) used in section 3?

5 Look at these diagrams which are a result of a survey into current employee satisfaction with Lloyds' catering service. Then write an internal report including terms of reference, findings, conclusions, and recommendations.



Report into current employee satisfaction with Lloyds' benefits package.

1 _____

This report **was commissioned by** the personnel department on April 1st. It **reviews in detail** overall satisfaction with the company's benefits package among current employees, and its findings are based on interviews **carried out** with a representative one hundred employees (about 10% of the current workforce).

In the interview, employees were asked to **comment** on aspects of current practice concerning:

- 1 overall satisfaction with our current benefits package
- 2 problems encountered when dealing with the personnel department
- 3 suggestion for the improvement of communication policies.

2 _____

It **was found** that 70% of employees were satisfied with the overall package, and of these 25% were very satisfied. Of the remaining 30%, 10% expressed extreme dissatisfaction with the package. It is **worth noting** that while employees in the 18 to 35 age group all expressed satisfaction, older employees were more likely to express dissatisfaction.

Key areas which were criticized included the following:

- 1 Most employees complain about the lack of dental insurance in our benefits package.
- 2 The most common suggestion for improvement was for the ability to process benefits requests online.
- 3 Older employees repeatedly had problems with procedures for getting access to discounted prescription drugs.

3 _____

In general, the benefits package is **considered** appropriate. However, **it can be concluded** that there is a need to look into the following areas:

- 1 Older employees are having serious problems with the provision of discounted prescription drugs.
- 2 Our benefits request system ought to be revised as most complaints concern 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.

4 _____

Before renewing the benefits package, I recommend that we should take the following steps:

- 1 Meet with 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.

I CAN

organize a report clearly	<input type="checkbox"/>
use bulleted or numbered points	<input type="checkbox"/>
use passive constructions	<input type="checkbox"/>
use formal expressions to present findings	<input type="checkbox"/>