

A background image of a business meeting with several people in a modern office setting. A semi-transparent dark blue rectangle is overlaid in the center, containing the text.

BUSINESS REPORTS

Content & Structure

Business Report

A business report is a formal document that presents information and analysis to help leaders and decision-makers (CEOs, CFOs, COOs, department heads) understand a situation and take appropriate action.



Types of Business Reports

Business reports serve three main purposes:

Performance

Describes how well a department, branch, or product performed over a period.

Issue

Analyzes a specific problem or incident within the organization.

Recommendation

Suggests an action or decision after analysis

Activity: Which Situation Requires a Report?

Identify which situations require a formal business report:

1. Internal Audit Results

You must describe the results of a new internal audit to the management board.

2. Meeting Reminder

You need to send a quick reminder to your manager about tomorrow's meeting.

3. Customer Complaints Analysis

You must analyze customer complaints received this month to present in a management meeting.

4. Document Receipt Confirmation

You want to confirm receipt of a financial document from a client.

5. Department Profitability Evaluation

You are evaluating the profitability of your department's last quarter.

Business Report Structure

1. Header Information

- Company: _____
- Prepared by: _____
- Date: _____
- Title: _____

3. Recipient Information

- Prepared for: _____
- Position / Department: _____
- Signature: _____

2. Report Body

- **Introduction** – State the goal of the report
- **Findings** – Present facts/data/observations through descriptions, charts, bullet points, and tables
- **Recommendation** – Suggest what should be done next

MATCHING ACTIVITY: REPORT COMPONENTS

Match each report section with its purpose:

a) State the goal of the report

b) Suggest what should be done next

c) Summarize the key results

d) Present the data or situation

1) Findings

2) Conclusion

3) Introduction

4) Recommendation

Practice: Choose the Best Line

Select the most formal and appropriate phrasing for business reports:

1 Technical Issue Statement

- A. We are working on it; please be patient.
- B. The issue is currently being handled by our technical department.
- C. The system is down but we hope it gets better soon.

3 Recommendation Statement

- A. It is recommended that the client be contacted again to prevent further issues.
- B. It's recommended that we talk to the client again soon.
- C. The company must talk to the client again soon to avoid problems.

2 Report Introduction

- A. This report is about analyzing the cash-flow statement of our last quarter.
- B. We will look at the money coming and going last three months.
- C. This report aims to analyze the company's cash-flow performance for the last quarter.

4 Findings Description

- A. We found some mistakes, so we fixed them quickly.
- B. Several discrepancies were identified and corrected promptly.
- C. We saw errors and fixed them because the boss asked.

Reorder Scrambled Report: Late Payments

Arrange these sentences in the correct report order:

- a-The finance team should introduce an automatic reminder system for unpaid invoices. Implementing the reminder system would help prevent similar delays.
- b-Three major clients delayed payment beyond 30 days, affecting cash flow.
- c-This report examines late client payments for the month of September.
- d-The delay mainly occurred because verification emails were not received on time.

Test Recap: Key Concepts

1

Report Format

Does a report include greetings like a letter?

2

Future Action

Which part suggests future action, findings or recommendation?

3

Formality Check

Is the following phrase formal: "we'll fix the problem soon"?