

A background image of a business meeting with several people in professional attire sitting around a table, reviewing documents. 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: log in security

Arrange these sentences in the correct report order:

- a- It is recommended that the IT department review the login security process.
- b- This report discusses multiple failed login attempts in the online banking system.
- c- The issue appeared after the recent software update on October 10th. These incidents caused temporary service disruption for premium clients.
- d- During the last two weeks, more than 60 users reported being locked out of their accounts.

# 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"?