Dwyer, J 2009 Communication in Business Strategies and Skills, Pearson Education Australia, Frenchs Forest NSW.
**Purpose**

- Provide information and sometimes expert opinion

- Can be used to check on progress, plan for the future or make decisions
Report Features

- Clear purpose
- Factual, accurate and objective information
- Suitable headings
- A logical order of information
- Concise and clearly presented
- Easy and quick to interpret
- Useful for assessing situations and making decisions.
Formal Short Report Format

1. Title page/area
2. Introduction
3. Main section with headings - Findings
4. Conclusion
5. Recommendations (when required)
6. References
7. Attachments/Appendices (if required)
Title Page or Section

Identifies the report with the following information:

- Title
- Authors’ names
- Date
The introduction

- States what the report is about
- Gives background information
- May explain the purpose, scope and methods used
Main section with headings - Findings

- Covers the work done and what you found
- Divided into topics
- Arranged in a logical order
- Uses headings and sub-headings
- May include graphs, tables and diagrams
Conclusion

- Summary of the main findings
- No new ideas or findings
Recommendations

- Say how the problem can be solved
- Suggests possible courses of action as a result of the conclusions, eg:
  - who should take action
  - what should be done
  - when and how it should be done
- Not always required
References

- Where did you get your information?

- List web sites, books, magazines etc. used

These are useful if you need to refer back to them for some reason. Not always required
How to reference websites

In the reference list:
Author (the person or organisation responsible for the site). (Year) (that the site was created or last revised), Title of document. Retrieved from URL

Examples

Attachments/Appendices

- Relevant information not included in the body, usually because it’s too big or long, eg:
  - Graphs
  - Charts
  - Tables
  - Other data

- Make sure attachments are labelled and mentioned in your report

- Not always required