

### **Report for Board of Directors**

Your company or organisation is becoming more successful. In order for this success to continue, you want to expand and increase the budget of your department. The Directors have asked you to write a report saying why your department needs extra money. Write the report, explaining why your department needs more money, and include the following points:

1. whether extra staff are needed (and if so, why)
2. whether changes to the office space and equipment should be made
3. what plans you have for future development
4. how the investment would generate extra business

### **Report about new product**

Your company plans to launch a new product in an overseas market. You have been asked to write a report recommending the best ways to this. Write the report, outlining some of the problems the company has concerning the launch. Refer at least to two of the following areas:

1. Target consumers
2. Advertising media
3. Possible sales resistance
4. Sales outlets

Write the report, describing the main responsibilities and duties of your job, and explaining what skills and qualifications are required. Include any useful information that you think new employees should know about this kind of job.

### **Apology letter**

You work for an employment agency. The following is part of a letter you have received from a customer.

“The temporary administrative assistant you sent us was totally unacceptable. I certainly will not be using your agency again when I need temporary staff.”

Write a letter to the customer

1. apologising for having sent the unsatisfactory temporary worker.
2. giving reasons for what happened.
3. explaining why what happened was exceptional
4. offering some sort of compensation to the customer

### **Letter to a consultant**

Your company has employed an outside consultant to organize an exhibition of your products, to be held next month. His work is unsatisfactory, and your boss has now decided that you should take over full responsibility instead. Your boss has asked you to write to the consultant to explain why he has been replaced.

1. Write the letter to the consultant
2. Giving two reasons why he has been replaced
3. Telling him he will be paid for this work
4. Asking him to brief you on the current situation.

### **Complaining letter to a removal company**

Your department recently moved to a new building, you are not satisfied with the way the removal company dealt with the move of your furniture and equipment and have decided to write a letter of complaint to the removal company about it. Write the letter to the removal company, including the following information:

1. Details of the move and what was moved
2. What was unsatisfactory
3. What you had expected from the company
4. What you expect to happen now