1   **Read the tips for writing internal reports and tick 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).**

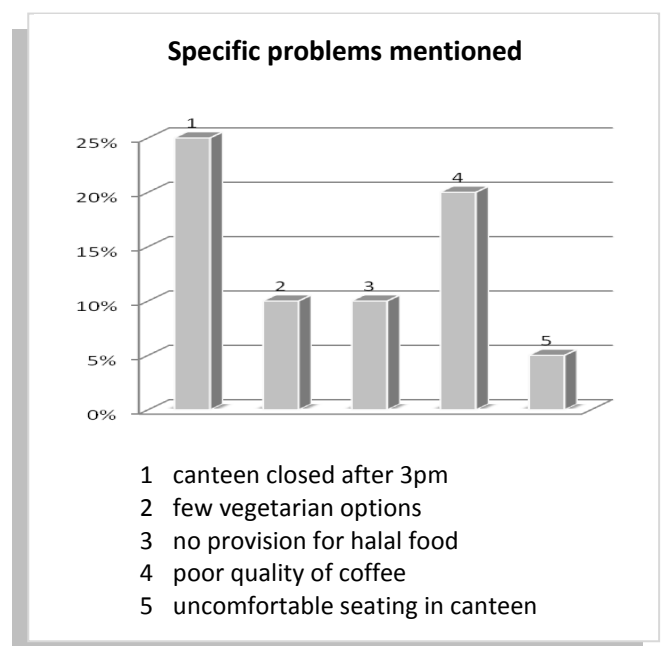A conclusions   B terms of reference   C recommendations   D findings

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

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

Overall satisfaction

- satisfied
- very satisfied
- unsatisfied
- very unsatisfied

Specific problems mentioned

1   canteen closed after 3pm
2   few vegetarian options
3   no provision for halal food
4   poor quality of coffee
5   uncomfortable seating in canteen

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 interviews, 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   suggestions 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 criticised 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	
organise a report clearly	☐
use bulleted or numbered points	☐
use passive constructions	☐
use formal expressions to present findings	☐