**5th Lecture: Instructor: Mr. M RIZWAN**

**B.S L.S 4rth Seminar based Oral communication skills**

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**5.Functional Writing**

**Outline:**

1. What is Functional writing?
2. Formal Letters.( Features)
3. CV writing.(what to include & not to include).
4. Report writing.

1).What is good report.

2).Scope and structure

3).Functions of a report

4).Types of report

5).Parts of a report

6).Steps to follow when write a report.

7).Format for report writing.

1. **Functional Writing**

Functional writing is writing that is geared towards a student’s academic and professional life. It is writing that equips a student with the necessary skills to write documents required in both academic and professional life such as: Formal correspondence; official letters, emails, memos, reports, curriculum vitae (CV), Business plans among others.

1. **Formal letters**

Formal letters are also called official or business letters and they fulfil official functions, such as applying for a job, apologising to the headmaster, asking for permission to be away, applying for a place as a pupil, etc. it is important for us to train our learners to write as many types of formal letters as possible.

 **characteristics of formal letters.**

1. The address of the writer is on the right hand-top-corner.

2. The date of writing is one line below the writer's address.

3. On the left-hand side, beginning on the line below the date is found on at least three lines:

a) The position (t**itle) of the person to whom the letter** is written (e.g. manager, president, headteacher) followed by their name.

b) The place where he/she is working.

c) The a**ddressee's address.**

4. The way addressees are greeted (addressed), c**alled the salutation,** is written two lines below the address, below the addressee's address, e.g.

"Dear Sir, "Dear Madam," "Dear Mr .... ," "Dear Mrs ....."

5. Th**e subject of** the letter is written two lines below the salutation, following REF: which is in the left margin. The subject is written in capital letters and is underlined. It summarises the purposes of the letter.

6. Th**e main body** of the letter follows. Notice how it is begun, the details of information given and the language of the letter.

7. T**he complimentary close is** a polite, formal expression that is written before the writer's signature: e.g.

 Sincerely.

 Your Faithfully

8. Sometimes the writer may have to pass the letter through **someone else for**

**approval. For** example:

i) . A pupil through his/her head of school

ii) . A secretary of a school club through the teacher in charge of that club (patron)

iii) . A primary school teacher through his/her DEO.

In this case, "through" comes immediately below and a line after the addressee's address and is written

THRU.

That is, between parts 3 and 4 above.

1. **Curriculum Vitae What is a CV?**

CV stands for curriculum vitae, which is Latin for 'course of life'. It is a summary of your experience, skills and education.

In the USA and Canada it is known as a résumé - this is the French word for summary.

A Curriculum Vitae is a self-marketing tool and getting an interview can depend on how good your CV is. Your CV is your chance to show an employer you have the skills and experience needed, and that you are the right person for the job. However, the way you present your CV can have an overwhelming influence over whether your CV is even read, let alone get you that all important interview. You will need to consider what to include, how much detail is needed and how to make your CV stand out from all the others.

**1). What to include in your CV ( Components)**

** Construct your CV with your prospective employer in mind.** Look at the job advert or specification and think about what the job involves, and what the employer needs. Find out about the main activities of the employer.

 **Tailor your CV to the job.** Your CV shouldn't be your life story but should be tailored for the job you're applying for, focusing on the parts that are important for that particular job.

** Make your CV clear, neat and tidy.** Get somebody to check your spelling and grammar. No-one wants to read a CV that is squashed together and includes too much information. Your CV should be easy to read with space between each section and plenty of white space. Use left-justified text as it's easiest to read, using black text on good quality white or cream paper.

 **View your experience in a positive light**. Try to look objectively at your experiences (even the bad ones) and identify what you learned or what skills you developed in the process. This is the picture you should present to the employer.

 **Place the important information up-front**. Put experience and education achievements in reverse chronological order.

** Include experience and interests that might be of use to the employer:** IT skills, voluntary work, foreign language competency, driving skills, leisure interests that demonstrate team skills and organisation//leadership skills.

** Put your name and email address on every page** - in case the pages of your CV get separated.

** Use positive language.** when describing your work achievements use power words such as ‘launched’, ‘managed’, ‘co-ordinated’, ‘motivated’, ‘supervised’, and ‘achieved’.

** Quote concrete outcomes to support your claims.** For example, ‘This reduced the development time from 7 to 3 days’ or ‘This revolutionised the company’s internal structure, and led to a reduction in overheads from £23,000 to £17,000 per year’.

** Make use of the internet for sample CVs and CV templates** - to help maximise the impact of your CV and to get inspiration for layout and tone.

**2). What not to include in your CV**

** Hand-write or type your CV.** This looks unprofessional and old fashioned.

** Include information which may be viewed negatively** – failed exams,

divorces, failed business ventures, reasons for leaving a job, points on your driving license. Don’t lie, but just don’t include this kind of information. Don’t give the interviewer any reason to discard you at this stage.

** Include anything that might discriminate against you** – such as date of birth, marital status, race, gender or disability.

** Include salary information and expectations.** Leave this for negotiations after your interview, when the employers are convinced how much they want to employ you.

 **Make your CV more than two pages long.** You can free up space by leaving out or editing information that is less important. For example, you do not need to include referees – just state they are available on request. Don’t include all of the jobs you have had since school, just the relevant ones. Add details about your most recent qualifications, which are more relevant, but summarize the rest.

 **Dilute your important messages**. Don’t bother with a list of schools you attended with grades and addresses, don’t include a long list of hobbies, or a long work history. Concentrate on demonstrating that the skills they need, what you have achieved by applying the skills you have and what benefits your clients have gained from your work.

 **Use jargon, acronyms, technical terms -** unless essential.

** Lie -** employers have ways of checking what you put is true, and may sack you if they take you on and find out you've lied to them.

** Include a photo unless requested.**

 **Make your CV visually appealing.** Look at how others have done their CV. Ask your professors and colleagues for examples.

 **Start your CV with general contact information t**hat includes your name, address, telephone, fax, email and url (if you have a web page about yourself as a professional).

 **Include these sections in your CV:** contact information; education and experience. Include these sections depending on your strengths and interests: honours and awards (from post-secondary school); teaching and research interests; publications; presentations; professional activities (committee memberships, intern experiences, relevant volunteer work); skills (second language and/or computer proficiencies); and references (you may include these or indicate they are available on request).

** Check your CV carefully for spelling and typographical errors**.

 **Use formatting** such as bullets, italics or bold font only sparingly and use

paper that is white, beige or a neutral colour that weighs between 20# and 50#.

**3). What Not to Do When Writing a CV**

 **Don't try and do it all by yourself the first time.** Seek help from others such as faculty advisors, career specialists or colleagues.

 **Don't worry too much about length** — there are no rules on length. The CV should be professional and should include your important data.

 **Don't include the following information.** These things are not necessary: age; ethnic identity; political affiliation; religious preference; hobbies; marital status; sexual orientation; place of birth; photographs; height; weight and health.

 **Don't pad your CV by li**sting excessively detailed information about research or teaching. Instead, provide the titles of research projects and course names along with brief summaries of your work.

 **Don't include information that is humorous.** The CV is not the place for humour or being "cute."

1. **Report Writing**

Reports are systematic, well organised documents used to communicate information which has been compiled as a result of research and analysis of data and of issues. Reports can cover a wide range of topics, but usually focus on transmitting information with a clear purpose, to a specific audience.

Therefore a report is a presentation of facts and findings aimed at forming an opinion or recommendation. We can also describe a report as a prepared account of what happened, about a particular event and so is a document explaining an occurrence. Reports are often structured in a way that reflects the information finding process and the writing up of the findings: that is, in a summary of the contents, introduction or background, methods, results, discussion, conclusion and/or recommendations. The inclusion of recommendations is one reason why reports are a common form of writing in every profession and academics, since the informed recommendations are useful for decision making. A report may be a single

report or a series of them depending on what is being reported and the duration of the occurrence.

1. **What is a good report?**

 Good reports are documents that are accurate, objective and complete.

They should also be well-written, clearly structured and expressed in a way that holds the reader's attention and meets their expectations. The true value of the research may be judged through a report since. Thus the quality and worth of work can be judged by the quality of the written report. Its clarity, organisation and content" (Blake & Bly, 1993: 119).

In summary, a good report:

 Must meet the needs of the readers and answer the questions in their minds;

 Must be at the right level for the readers. Some readers have an in-depth knowledge of the subject while others may be decision-makers without specialised, technical knowledge;

 Must have a clear, logical structure-with clear signposting to show where the ideas are leading

 Must give a good first impression and be presented well in an orderly and chronological manner;

 Must not make assumptions about the readers’ understanding;

 Must be grammatical and concise having a time reference.

1. **Scope and structure**

The scope and style of reports vary depending on three key factors:

 The report's intended audience,

 The report's purpose and

 The type of information to be communicated;

For example, technical reports communicate technical information, so the degree of technicality in the report will depend on the reader's familiarity and understanding of technical concepts. All report are presented in formal and organised format backed with statistical evidence where necessary.

1. **Functions of a Report**

Reports are used for:

 Judging performance

 Informing change

 Fact finding

 Pointing Causes of problems e.g., low margins, high rate of staff turnover, accidents in factory etc.

 Suggesting measures to overcome the business problems.

 For improvement of operational or technical assignments, planning

procedures, and solving problems.

 Decision Making.

1. **Types of Reports**
2. **Academic Report.** These are usually detailed and in most cases targeting academicians. They are of high content and the producer and the reader are at the same level or a little different.
3. **Professional Report**. Professional reports are for informing and persuading people as well as initiating change. They may be detailed depending on the targeted audience and taste of the sponsor. In most cases they have a mixed audience made up of those who may understand the in-depth of the subject content and non technical people like the decision-makers.
4. **Formal Report.** The formal report collects and interprets data and reports information. The formal report is complex and may even be produced in bound book volumes. It is often a written account of a major project. Examples of subject matter include new technologies, the advisability of launching a new project line, results of a study or experiment, analysis of relocation for corporate relocation, an annual report, or a year old review of developments in the field.
5. **Technical and Special Reports.** The technical report is a category, not by type. Many industries and disciplines need specialised reports. Within the insurance industry and in police work, there are needs for specialised accident or incident reports.
6. **Feasibility report**. The feasibility report defines a need or proposed idea, then analyses, compares and recommends a course of action. When your organisation is considering a new location, expansion, or purchase of new equipment, for example, it’s imperative that you look closely to see which course of action is best and if that course of action is likely to succeed.

**5.Parts of a Report.**

**1).Title.**

 The title page should also contain details, including:

i) Full title of the report;

ii) Name(s) of the author(s);

iii) Purpose for which the report is prepared;

iv) Name of the institution for which the report is prepared

; v) Month and year of report.

**2). Executive summary:**

 Executive summary is the summary of the whole report in a logical order. This should highlight the purpose, research methods, findings, conclusions, and recommendations. An executive summary should be written in the past tense and should not be longer than 1 page. Though this section is included in the first part of the report, it is easier to write this part, after completing the rest of the report.

**3). Introduction;**

 This is one of the most important paragraphs. An effective introduction introduces the topic and purpose of the report or essay and outlines your approach, i.e. the main ideas that will be developed within it. After reading just the introduction, the reader should be able to know

1. the purpose of the paper and
2. (ii) the main ideas which will be covered within it.

**4). Method/Methodology**

: This is the section where you explain the methods used in your research. If it is a scientific research, you can describe the experimental procedures.

**5). . Results\Findings**

: This section presents the results or findings of your project/research. You can also present data using visual methods such as tables, graphs, etc. However, do not interpret the findings here.

**6). Discussion.**

: In this section, you can explain what the above results mean. You can also analyse, interpret and evaluate data, note trends, and compare results with theory. Generally, this is referred to as the most important part of the report.

**7). Conclusions:**

This is a brief summary of findings. Conclusion should not be confused with Results/Findings section as the conclusion is a simplification of the problem that can reasonably be deduced from the findings.

**8. Recommendations:**

In recommendation section, suitable changes, solutions should be provided.

**9. Appendices/ Annexes.**

These generally contain detailed information which is not essential in the main chapters of the report but which needs to be reproduced. Examples of material suitable for appendices include a copy of any questionnaire or interview outline used in the research, economic information, background information on companies used in case study, list of abbreviations used in the report, etc.

**6).Steps to Follow when Writing a Report**

**1. Plan**

Before putting pen to paper (or fingers to keyboard!), it is important to plan how you will approach to the assignment of writing a report. Planning includes:

**Define the purpose** - Make sure you have carefully read and analysed the

assignment and have a clear idea of the exact purpose.

**Gather information** - Use a variety of sources in your fact finding, and reference the sources accurately. **When gathering information**, take into account the following details:

 Authorship (who has written this material?)

 Bias (might the author be biased in any particular way)

 Currency (how up-to-date or relevant is this source?)

Remember to keep track of each source you use, so that you'll be able to correctly reference each of your sources in the final essay.

**During the planning stage try to impose the tentative structure your material will adopt**. However, do not impose a structure too early; gather your ideas, assess them, then organise and evaluate them. Once this is done, you can identify the 3 to 5 main ideas around which to structure the report or essay. The overall structure of a report or essay should look something like this:

 **Introduction -** outlining your approach to the report or essay

** Body -** 3 to 5 main points; 1 or 2 paragraphs for each main point

 **Summary and/or conclusions -** summarize/conclude your main message

** List of references** - list all sources used in preparing the report or essay

**2. Write**

Many people unfortunately begin the report writing process at this stage. It becomes much easier to write a good paper after you have clarified the purpose,

gathered the relevant information, assessed and evaluated the information, and planned the structure as explained in the planning stage above.

Writing must begin with a rough draft of each of the main sections first. After this, you can more easily write the introduction (outlining your approach) and the summary/conclusion (summarising the key ideas of the report or essay).

**3. Reference your Sources**

**4. Review;**

 Once your first draft is written, it's time to refine and revise, taking care to use a clear writing style. Finally, proof-read from start to finish; it is often useful to ask someone else to do this, as errors can go unnoticed when you have worked on a piece of writing for some time.

**5. Write the final draft of the report**

The final draft must be written professionally, the same way as you would speak. Write the way you would speak in a formal professional business setting. Use the register of your profession. Do not use jargon. Avoid complex words which you would not normally use in everyday speech and everyday life. The material should be capable of being understood by the average man in the street. The language and tone should be professional/academic.

Use short sentences. We normally say use KISS: Keep it short and sweet.

Avoid redundant words. These are flowery words. Words that do not add meaning. Eliminate redundant words from sentences, while at the same time retaining the full meaning of the sentence. Do not include words where their omission would

make no difference to the meaning of the sentence.

**Length and format:**

Maximum length, in terms of number of words, may be specified. There is however no relationship between quality and length of report. Nonetheless, there is a trend towards concise, brief reports. Briefer reports are more likely to reflect sharp and clear thinking (Allen, 1973).

Choice of font and spacing should be double spacing, in Times New Roman 12 font.

**Using tables and figures**

Tables are very powerful tools for summarising material. If they are well structured they can communicate a lot of information very parsimoniously. Figures, similarly, are powerful communication tools. Commentary should come before (not after) tables and figures. However, there are occasions where comments may follow rather than precede tables and figures.

***When writing a report;***

1. Don’t use no double negative or emotional words
2. ; Make each pronoun agree with their antecedent
3. ; Use connectors;
4. Verbs must to agree with their subjects and case;
5. Punctuate your report professionally;
6. Correct spelling.

**7). Format for Report writing**

**1. Memos**

A memo, short for memorandum, is a type of routine report an organisation prepares for internal communication purposes. It is impersonal and objective in its tone, and its length ranges between a sentence or two to several pages. Most memos begin with background information, including information on the sender, receiver, the date, subject and location in case the memo refers to an event. A memo is the most informal type of report format.

**2. Letter Report**

Letter reports are usually one-page documents used for external communication purposes. They are in block format and include standard features of letters, such as the sender’s address, receiver’s name and address, date, salutation, body, acknowledgment and sender’s signature. Letter reports normally are typed on a company letterhead.

**3. Formal Reports**

Formal reports follow a methodical structure and communicate knowledge, results and findings to a range of internal and external readers. Most formal reports contain a title page, cover letter, table of contents, list of tables and illustrations, executive summary, an extensive body and references. The title page lists the name of the report, date of completion and name of author or company. The cover letter summarizes the purpose of the report, its importance and any required follow-up action needed. The table of contents lists the major topics in the report along with their page numbers. The executive summary highlights the report's main points, the report body also may include conclusions and recommendations, and the

references page notes the sources cited in the report.

**4. Semi-Formal Reports**

A semi-formal report, also called a titled document, is a shorter, less complex version of a formal report. Semi-formal reports typically have multiple pages including a title page, introduction page, a body and references.

——————————Good Luck —————————————