

FAQs , Short Question and Glossary

Question: What are the types of reports and what is the main difference between short reports and long reports?

Answer: TYPES OF REPORTS:

1-Short Reports or Informal Reports:

Short reports are often presented in memorandum form. A short report is concise, accurate, unbiased, all inferences depending on supporting evidence to help readers make an informed decisions

a- Informational Memorandum Reports;

The central purpose of informational reports is to inform and to summaries information.

-Conference reports;

Topic for conference reports range from personal sales call conferences to write-ups of meetings attended by hundreds of persons

-Progress reports;

As the name implies, progress reports show "progress", accomplishments, or activity over time or at a given stage of major assignment.

-Periodical reports

Some periodic reports are written to correspond to the company's fiscal year. Others may be written weekly, monthly, quarterly, or annually, or in other regular recurring periods.

b- Analytical Memorandum Reports:

A pure analytical report has one central purpose: to analyze a situation or issue.

-Recommendation-Justification Reports:

Persuasion is central to recommendation reports.

c- Letter Reports-Informational and Analytical: Letter reports are similar to traditional business letters, more often sent to outside the organization

2- Long or Formal Reports:

A formal report does not mean more formal language: it means the report is more detailed, more

complex in structure.

*The format of report depends on the type of report you are writing. The main difference between Long and Short report is of length and of being formal and informal; *short report* is informal and not that lengthy while *long report* is formal and lengthy as it contains all the details.

Question: How to write a business letter?

Answer:

Format of a Letter

If your organization has a specific style for business letters, follow that format. Otherwise, follow the guidelines provided here.

Business letters are commonly either full-block formatted, with every line starting at the left margin and usually a business letterhead at the top of the page, or modified-block formatted, with the heading and the closing aligned at the center of the page.

Elements of a Letter

Business letters have the following elements:

Heading	Date	Recipient's address	Salutation	Body	Closing
End notations					

Heading

If you are using letterhead stationery, include only the date two lines below the bottom of the letterhead. Spell out the name of month.

If you are not using letterhead stationery, begin with your full address (city, street, and zip code) 1 to 1½ inches from the top of the page. Spell out address designations, such as *Street*, *Avenue*, and *West*. The state name may be abbreviated using the two-letter, all-capitals U.S. Postal Service designations. Include the date aligned at left with the address, spelling out the name of the month.

Recipient's Address

Two to four lines below the date, place the following items:

- The recipient's title (such as *Mr.*, *Ms.*, or *Dr.*) and full name (address a woman who does not have a professional title as *Ms.* unless you know she prefers *Miss* or *Mrs.*; if the recipient does not have a title and you are unsure of his or her gender, omit the title).
- The recipient's job title, if appropriate.
- The name of the company or institution, if appropriate.
- The full address, following the same format as for the address in the heading.

The recipient's address is always aligned on the left margin.

Salutation

Place the salutation two lines below the recipient's address. The salutation begins with the word *Dear*, continues with the recipient's title and last name, and ends with a colon. If you are unsure of the recipient's gender and the recipient does not have a professional title, omit the title and, instead, use both the first and the last names in the salutation (*Dear Leslie Perelman:*). If you do not know the name of the recipient of the letter, refer to the department you are writing to (*Dear Technical Support:*). Avoid salutations such as *Dear Sir or Madam:*.

Body

Start the letter two lines after the salutation. Body paragraphs should be single spaced with a double space between paragraphs. (Indenting the first line of each paragraph is acceptable but is more informal than the unindented style.)

Be concise, direct, and considerate. State the letter's purpose in the opening paragraph. Include supporting information in a middle paragraph or two, and conclude your letter with a brief paragraph that both establishes goodwill and expresses what needs to be done next.

If a letter requires more than one page, make sure there are at least two lines of body text on the final page. Never use an entire page for just the closing. The second page and all subsequent pages must include a heading with the recipient's name, the date, and the page number.

Closing Phrase

Write a complimentary closing phrase two lines below the final body paragraph. *Yours truly*, *Sincerely*, or *Sincerely yours* are common endings for professional letters. Capitalize the first letter of the first word of your complimentary closing, and end the complimentary closing with a comma.

Four lines below the closing phrase, write your full name. If you are writing in an official capacity that is not included in the stationery's letterhead, write your title on the next line. Your signature goes above your typed name.

End Notations

At the bottom of the last page of a business letter, end notations may show who typed the letter, whether any materials are enclosed with the letter, and who is receiving a copy of the letter.

An enclosure notation--*Enclosure:*, *Encl.*, or *Enc.*--alerts the recipient that additional material (such as a résumé or a technical article) is included with the letter. You can either identify the enclosure or indicate how many pieces there are.

Question: How to write the minutes of a meeting?

Answer: The minutes of a meeting are a record of what happened, what was decided, and what actions will be taken as a result of the meeting. They should be written for every meeting, and presented at the next meeting or beforehand. Minutes should be written in the third person, for example, the minutes should say "The Court of Honour decided..." instead of "We decided...". The body of each topic should include the important points of the discussion and *what* action will be taken along with *who* will take the action and *when* it will be done. Someone who has never been to the meeting should be able to understand the minutes. Below is a generic set of minutes which shows the general format.

The minutes should start with the name of the committee that met and when and where the meeting was.

Venue and date of meeting

Minutes for the meeting January 10, 2004 at -----

Attendance

Everyone who is at the meeting must be mentioned in the attendance along with their position and contact information.

Opening

State who opened the meeting (the Chair), at what time, and any other details, such as the explanation for the absence of people.

Minutes of the Previous Meeting

The minutes of the last meeting should be read. Any changes or errors should be noted. The minutes have to be approved by the table.

Reports

Every executive member, chair of a subcommittee, or Patrol Leader should have the opportunity to report here on what they or their committee has been up to.

Old Business

Any topic of discussion which has been discussed before is done as part of Old Business.

New Business

Any topic that has not been discussed before should be discussed under New Business.

Description of meeting

Proposals and decisions

Adjournment

This section should include who closed the meeting, at what time, and the time and details of the next meeting, if one has been planned.

The name of the person who took the minutes should appear at the bottom.

Question: How to prepare a Presentation?

Answer: Check the answer at the following link: <http://vulms.vu.edu.pk/courses/eng201/Presentation.doc>

Question: ENG201_FAQ1

Answer: Q#1

What is a memorandum?

ANS

Memoranda are brief , informal reports used to establish a record. They generalize the communication process by transmitting the message from one or more authors to one or more recipients. E-mail messages typically take the form of memoranda.

Q#2

What are the internal purposes of memoranda?

ANS

Memoranda are written for numerous internal purposes _____ for example

- to request information,
- to make announcements,
- to outline policies, and
- to transmit meeting minutes.

Q#3

How should we begin a memorandum?

ANS

- The memorandum should normally begin with a brief summary statement, in one or two sentences, identifying the key topic and the scope of the memorandum.

Q#4

Which are the two principal meeting documents?

ANS

- The two principal meeting documents are the *agenda*, which tells participants what topics will be discussed at the meeting, and *minutes*, which record what actually occurred.

Q#5

What are minutes?

ANS

- Minutes can be formal or informal.
- Formal minutes are often required by federal, state, or local law, by-laws, charters, or regulations.
- They are usually distributed to the members of the group before the next meeting, and then approved (sometimes after being amended).

Q#6

What is a proposal?

ANS

- In a proposal, identify a specific problem and state how you will solve that problem.
- Most organizations rely on successful proposal writing for their continued existence.
- You will most likely spend a major part of your professional life writing proposals.

Q#7

Give an outline of the structure of the proposal.

ANS

Here is an outline of the proposal structure:

- Front matter
- Body
- Introduction
- Technical approach
- Management requirements
- Work plan
- End matter

Q#8

What is the importance of the letters.

ANS

● Whereas the memorandum is the primary vehicle for communication within an organization, letters are often used to communicate to individuals outside it, especially in formal and semiformal contexts.

Q#9

How many types of letters are there?

ANS

● The following are some of the most common types of letters written by people in technical fields.

–Job application letters

–Acceptance letters

–Transmittal letters

-Inquiry letters

-Technical-information letters

-Letters of recommendation

Q#10

Which are the elements of business letters?

ANS

● Business letters have the following elements:

-Heading

-Date

-Recipient's address

-Salutation

-Body

-Closing

-End notations

Q#11

What are Acceptance Letters?

ANS

● Letters accepting a job not only convey information, but also establish a contractual relationship between you and the organization or person offering you the position.

● Consequently, acceptance letters should accurately restate the key terms of employment.

Q#12

What are transmittal letters?

ANS

● A transmittal or cover letter accompanies a larger item, usually a document.

- The transmittal letter provides the recipient with a specific context in which to place the larger document and simultaneously gives the sender a permanent record of having sent the material.

Q#13

What is a letter of inquiry?

ANS

- A letter of inquiry asks someone for specific information.
- In some cases, such as a request for promotional material, the recipient will have a clear interest in responding to your letter.

Q# 14

Write a note on references and letters of recommendations.

ANS

- References are an essential component of almost all admissions, grant, and employment processes.
- Managers and other individuals in any selection process need evaluations from individuals who have had long and close contact with applicants in order to assess accurately their abilities and accomplishments.
- The number of recommendations required by employers and universities usually ranges from one to five, with three being the most common number.

Q#15

How will you organize direct requests?

ANS

For organizing direct requests:

- ● State the request or main idea.

- Give necessary details.
- Close with a cordial request for specific action.

Audit : To perform an independent review and examination of records and activities in order to test the adequacy and effectiveness of data and integrity of data procedures, to ensure compliance with established policy and operational procedures, and to recommend any necessary changes

Behavioural interviews : Job interviews that ask candidates to describe actual behaviours they have used in the past in specific situations.

Bias-free language : Language that does not discriminate against people on the basis of sex, physical condition, race, age, or any other category.

Blind ads : Job listings that do not list the company's name.

Blind copies : Copies sent to other recipients that are not listed on the original letter or memo.

Criteria : The standards used to evaluate or weigh the factors in a decision.

Cycling : The process of sending a document from writer to superior to writer to yet another superior for several rounds of revisions before the document is approved.

Ellipsis : It is a punctuation mark as (.....) used to alert the reader that something has been removed from the quoted material, that the speaker hesitated, or that there is more material than is cited.

Empathic Listening : It is also called active listening. The goal of this listening is to understand the speaker's feelings, needs, and wants so that you can appreciate his or her point of view, regardless of whether you share that perspective.

Ethnocentrism : It is the tendency to judge all other groups according to one's own group's standards, behaviors, and customs as inferior by comparison.

Proposal : A Proposal is an act of suggesting or proposing something. Proposals are informative and persuasive writing because they attempt to educate the reader and to convince that reader to do something.

Reports : An official or formal statement of facts or proceedings. To give an account of; to relate; to tell or convey information; the written statement of such an account. There are different types of reports like short report, long reports etc.

Visual aids : Visuals aids are a graphic representation of abstractions of reality; or symbols, as seen in words and figures. They are applicable to both written and oral communication.

Euphemism : The substitution of an agreeable or inoffensive expression to replace one that might offend or suggest something unpleasant. It is used to avoid miscommunication because the sender has not considered the receiver's probable interpretations and reactions.

Encryption : The reversible transformation of data from the original to a difficult-to-interpret format as a mechanism for protecting its confidentiality, integrity and sometimes its authenticity.

Block format : In letters, a format in which inside address, date, and signature block are lined up at the left margin.

Body : The main part of a letter, memo, or report.

Body language : Nonverbal communication conveyed by posture and movement, eye contact, facial expressions, and gestures.

Boilerplate : Language from a previous document that a writer includes in a new document. Writers use boilerplate both to save time and energy and to use language that has already been approved by the organization's legal staff.

Brainstorming : A method of generating ideas by recording everything a person or a group thinks of, without judging or evaluating the ideas.

Branching question : Question that sends respondents who answer differently to different parts of the questionnaire. Allows respondents to answer only those questions that are relevant to their experience.

Buffer : A neutral or positive statement designed to allow the writer to bury, or buffer, the negative message.

Build goodwill : To create a good image of yourself and of your organization, the kind of image that makes people want to do business with you.

Business etiquette : The practice of polite and appropriate behavior in a business setting

Business slang : Terms that have technical meaning but are used in more general senses. Used sparingly, these terms are appropriate in job application letters and in messages for people in the same organization, who are likely to share the vocabulary.

Channel : The physical means by which a message is sent. Written channels include memos, letters, and billboards. Oral channels include phone calls, speeches, and face-to-face conversations.

Chronological résumé : A résumé that lists what you did in a timeline, starting with the most recent events and going backward in reverse chronology.

Claim letter : A letter from the buyer to the seller, seeking some type of action to correct a problem with the seller's product or service Or A letter requesting a replacement or refund.

Clear : A message whose audience gets the meaning the writer or speaker intended.

Cliché : An expression that has become monotonous through overuse

lose : The ending of a document.

Closed question : Question with a limited number of possible responses.

Clustering : A method of thinking up ideas by writing the central topic in the middle of the page, circling it, writing down the ideas that topic suggests, and circling them.

Comma splice or comma fault: Using a comma to join two independent clauses. To correct, use a semicolon, subordinate one of the clauses, or use a period and start a new sentence.

Communication : The process of sending and receiving messages

Complaint letter : A letter that challenges a policy or tries to get a decision changed.

Complete : A message that answers all of the audience's questions. The audience has enough information to evaluate the message and act on it.

Complex sentence : Sentence with one main clause and one subordinate clause.

Complimentary close : The words after the body of the letter and before the signature. Sincerely and Cordially are the most commonly used complimentary closes in business letters.

Compound sentence : Sentence with two main clauses joined by a conjunction.

Connotation : It is an implication of a word or a suggestion separate from the usual definition. These meanings also include qualitative judgments and personal reactions.

Conversational style: : Conversational patterns such as speed and volume of speaking, pauses between speakers, whether questions are direct or indirect. When different speakers assign different meanings to a specific pattern, miscommunication results.

Copula : Copula is a word or set of words that serves as a link between the subject and predicate of a proposition. A verb, such as a form of be or seem, that identifies the predicate of a sentence with the subject. They are also called linking verbs.

Credibility : The audience's response to the source of the message.

Criteria : The standards used to evaluate or weigh the factors in a decision.

Cycling : The process of sending a document from writer to superior to writer to yet another superior for several rounds of revisions before the document is approved.

Data : Data means factual information; especially the information organized for analysis or used to reason or make decisions.

Decoding : Decoding is to extract the underlying meaning. It is an important step in communication process. The receiver interprets, absorbs or understands the message by decoding it.

Defamation : Any intentional false communication, either written or spoken, that harms a person's reputation, or disagreeable opinions or feelings against a person or institution. Oral defamation is slander whereas written defamation is libel.

Denotation : It is usually the dictionary definition of a word. Denotative meaning informs the receiver without indicating positive or negative qualities.

Direct approach : It is generally preferred when you are targeting specific companies and are not afraid to be direct in stating your goal and also the audience is receptive to your message.

Draft : A tentative, provisional, or preparatory writing out of any document (as a resume, message, contract etc.) for the purposes of discussion and correction, which is afterwards to be prepared in its final form.

Effective Communication : It is that communication in which the message is transferred by such efficiency that it produced desired result as expected by the sender.

Ellipsis : It is a punctuation mark as (.....) used to alert the reader that something has been removed from the quoted material, that the speaker hesitated, or that there is more material than is cited.

Empathic Listening : It is also called active listening. The goal of this listening is to understand the speaker's feelings, needs, and wants so that you can appreciate his or her point of view, regardless of whether you share that perspective.

Encoder : When you send a message, you are the "encoder" the writer or speaker, depending on whether your message is written or oral. You try to choose symbols-usually words and sometime also graphics or pictures -that express your message so that the receiver (s) will understand it and react with the response you desire.

Encryption : The reversible transformation of data from the original to a difficult-to-interpret format as a mechanism for protecting its confidentiality, integrity and sometimes its authenticity.

Ethnocentrism : It is the tendency to judge all other groups according to one's own group's standards, behaviors, and customs as inferior by comparison.

Euphemism : The substitution of an agreeable or inoffensive expression to replace one that might offend or suggest something unpleasant. It is used to avoid miscommunication because the sender has not considered the receiver's probable interpretations and reactions.

facsimile It is a form of telegraphy for the transmission of fixed images. Fixed graphic images, such as

(FAX) : printed text and pictures, are scanned, and the information is converted into electrical signals that may be transmitted over a telecommunication system and used to create a copy of the original, or an image so produced.

Filtering. : Filtering is screening out or abbreviating information before passing the message on to someone else.

Impromptu : In this type of communication, the speaker or communicator is required by a situation or a condition to orate without ANY formal or informal preparation or any prior knowledge of the topic which he/she is required to speak about. The extempore and impromptu techniques are more applicable to informal occasions in one's career.

Memorization Memorization This feature may be termed as cramming the entire length of verbal expression : a person is supposed to deliver in front of an audience. During such an exercise the orator may get some help from the script in front of him but, the verbal expression is primarily prompted by his/her memory of the plot which he/she prepared so well before the event.

Memos : A brief record written as an aid to the memory. It is also called memorandum.

Possessive Nouns : Possessive nouns are used to show possession (owning, or having). They are words that would normally be nouns, but are used as adjectives to modify a noun or pronoun. Possessive nouns tell you who or what the modified noun or pronoun belongs to. An apostrophe (') and an -s are used with nouns to show possession. Example: The dog's collar is too large.

Progress report : You write a progress report to inform a supervisor, associate, or customer about progress you've made on a project over a certain period of time. The project can be the design, construction, or repair of something, the study or research of a problem or question, or the gathering of information on a technical subject.

Proposal : A Proposal is an act of suggesting or proposing something. Proposals are informative and persuasive writing because they attempt to educate the reader and to convince that reader to do something.

Reports : An official or formal statement of facts or proceedings. To give an account of; to relate; to tell or convey information; the written statement of such an account. There are different types of reports like short report, long reports etc.

Target Market : A specified audience that an advertisement, product or service is intended to reach.

Visual aids : Visuals aids are a graphic representation of abstractions of reality; or symbols, as seen in words and figures. They are applicable to both written and oral communication.