Writing in the Workplace

**Writing Guidelines - Short Report**

Reports are important workplace tools. Business managers write reports to summarize department activities. Nurses write reports to summarize home visits to patients. Salespeople give their supervisors monthly summaries. Police officers make official accident reports. Most workplace business reports record, organize, analyze, and interpret information.

**Prewriting**

**Consider your audience** by thinking about who will receive your report – your superior officer.

**Create details** based on what your reader needs to know through interviews or research.

**Writing**

**Use the organization's specific report format** or follow these general guidelines.

*Date:* The month, day, and year

*To:* The reader's name

*From:* Your first and last name

*Subject:* The report's topic in a clear, simple statement

**Organize the body** into three parts:

*Beginning:* State why you are writing the report.

*Middle:* Provide all the necessary details. Use bulleted points and lists to summarize

information.

*Ending:* List recommendations, or next steps. What do you want the reader to do or

to know?

**Short Report**

Writing a report may involve communicating complex business details or simple factual information. In this example, Detective James Harris writes a report after interviewing a high school student who believes someone has used her social security number to acquire a cell phone. As the investigation proceeds, the officer may make additional reports with conclusions based on evidence found during his investigation.

This report uses an official police department format.

The introduction identifies the officer and the citizen reporting the incident.

The body states information given by the citizen.

The conclusion summarizes the current situation.

The officer gives his name and number.

Date: December 1, 2009

To: Chief Gritzner

From: Detective James Harris

Subject: C. Groves Identity Theft

Supplemental Narrative: Incident # 03-032135

On Monday, December 1, 2009, I, Detective Harris, took a walk-in complaint from Baywood resident Sarah Groves, f/w, 03/06/1992 of 2134 Lakeshore Drive, Village of Baywood. She said an unknown person had used her social security number to acquire a cell phone through City Cell. Ms. Groves was accompanied by her mother, Catherine Groves, of the same address.

Ms. Groves stated she had received a letter indicating she had defaulted on a $257 cell phone bill to City Cell. Ms. Groves said that although her social security number had been used to open the cell phone account four months previously, she had not opened the account and did not live at the address given on the bill, forwarded to her correct address. She said she could provide proof that she had lived at her parents’ home address in Baywood for the past ten years. She said she had never lived at the 4100 N. Gregg Avenue address that was listed on the cell phone bill and knows no one at that address. According to Ms. Groves, she is very careful with her social security number and does not recall carrying it with her or giving it out via phone or Internet in recent months.

Ms. Groves was given identity-theft information. She and her mother were directed to contact the fraud unit at the cell phone company. The mother stated that she already contacted both credit reporting agencies and the cell phone company’s fraud unit. The City Cell fraud unit is investigating.

Detective James Harris #143