

## Solutions

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Each answer shows the steps, then the **result**.

### 2.1

(a)

- **Findings**

(b)

- **Recommendations**

(c)

- **Findings**

### 2.2

- state **scope** and **source**
- e.g. “This report examines the reliability and cost of the school bus service. It is based on a survey of eighty students and on timetable records for the spring term.”

### 2.3

- impersonal and formal
- e.g. “**A majority of students surveyed expressed dissatisfaction with the new timetable.**”

### 3.1

- **content (4)**: a clear introduction with a source, at least two findings supported by detail, two workable recommendations, and a brief conclusion
- **language (4)**: formal impersonal register, correct headings, accurate sentences

### 3.2

- **headings** distinguish a report from a letter or an article
- without them the reader cannot skim, so the writing does not fulfil the task