**Section A – Short Questions**

**Question 1 [3 marks, CLO1-C1]**

**What is the significance of report writing in practical life?**

**Ans)** **Significance:**

* The report is used to maintain and hold the written accounts of all useful activities.
* It serves as a source of written communications among different officials as well as different communities.
* Upward, downward and parallel communication is also possible with source of report writing.
* Despite being searching for inaccurate solutions, reports proved to be more accurate and authentic.

**Question 2 [3 marks, CLO1-C1]**

**How is a report different from an essay?**

**Ans) Difference:**

* A **report** is based on the factual information whereas in an **essay**, the basic idea is to argue for a particular topic.
* A **report** is well structured by use of numbered headings and subheadings. This is absent in an **essay**.
* A reader can understand by the gist of report as a reader has to go through the essay completely to understand the subject matter.
* A report is generally based on short and concise paragraphs whereas an essay uses a more complex sentence structure.
* Report begin with abstract summary whereas essays has an outline paragraph in introductory section

**Question 3 [3 marks, CLO1-C1]**

**What are the different parts of the title page?**

**Ans: Four Basic Parts of Title page:**

* Clear Title
* Date of Submission
* Addressers Name ( The one writing the report )
* Addressee’s Name ( Receiver of Report )

**Section B – Long Questions**

**Question 4 [11 marks, CLO2-C4]**

**Analyze the given sample carefully. Which traits and characteristics are visible in its structure to determine the sample as an example of technical writing?**

To: Loading Dock Staff

From: Philip Yuen, Director of Shipping

Date: June 30, 2017

Subject: Update to Shipping Procedures

Due to some recent shipping issues, the Board has decided to update part of our shipping procedure. Whenever an order is ready to ship, please leave that order's shipping form in my office mailbox, and I'll return it to your station once I confirm everything is correct. Although this change will slow down our process a little, it will hopefully prevent further errors.

If you have any questions, please feel welcome to stop by my office. Thank you all for everything you do. Your hard work is appreciated.

**Answer:**

**Traits and characteristics:**

* The main characteristics and traits in this technical writing includes:
  + Informing the desired audience and persuading them for a specific task.
  + It also includes Clarity and Conciseness.
  + Providing maximum information with minimum use of words.
* It includes the specific & factual information regarding Shipping Procedures.
* It is defined for the audience which specifically includes **Loading Dock Staff**.
* It clearly defines the purpose of this writing which is actually informing and giving information about updating of **Shipping** **Procedures**.
* It is a downward form of communication in which the **Director** of Shipping is communicating some recent shipping issues in there organization.

**Technical Memo Writing:**

In business settings, memos and business letters are composed both when employees of an organization communicate with each other and when communication is carried out between two or more organizations. Directions are provided by composing business reports and memos.

**It is a technical writing because:**

* **It inform about a topic**
* **It persuade for an action.**
* **It has a defined audience.**

**Memo Search:]**

**To: Loading Dock Staff (Defined Audience)**

**From: Philip Yuen, Director of Shipping** **(Addressee)**

Date: June 30, 2017

Subject: Update to Shipping Procedures

Due to some recent shipping issues, the Board has decided to update part of our shipping procedure. Whenever an order is ready to ship, please leave that order's shipping form in my office mailbox, and I'll return it to your station once I confirm everything is correct.

**Defined Purpose: (**Informing about recent Shipping Procedures)

Although this change will slow down our process a little, it will hopefully prevent further errors.

**(Persuasion)**

If you have any questions, please feel welcome to stop by my office. Thank you all for everything you do. Your hard work is appreciated.

**Good luck!**