WHAT IS A BUSINESS REPORT AND HOW DO I WRITE ONE?

Business reports can take different forms. Generally, they are concise documents that first inform by summarizing and analyzing key facts and situations and then make recommendations to the person or group asking for the report. One example—four small county hospitals are no longer covering their expenses and are costing taxpayers dearly. Each operates very differently from the others. Some legislators think the least profitable hospitals should be closed while some taxpayers think all four should be consolidated into one regional administrative unit. An independent task force is considering all the feasible alternatives and will make a final recommendation to the county. You have been asked to write a report to this task force. You have an array of data collected from the hospitals as well as information about the communities they serve and available literature on hospital administration to draw from. Before writing this or any report, you must ask yourself two important questions:

- Who is my audience? (In business, this is likely to be either your supervisors or clients, such as the task force above, who will read your report.)
- What is my purpose? (This is what your readers need to know to do their job.)

If you don't understand your audience and purpose, you are not likely to create a report that meets the needs of those who will be reading it.

AUDIENCE: In the example above, you must write your report as if you were writing not to your professor, but rather to the task force members. Who are they? Legislators? Nurses? Lawyers? Administrators? Taxpayers? All of these?

Whoever they are, you need to ask and answer the following: What do they already know before they read your report? What do you want them to know after they've read it? What are their backgrounds? What are their likely biases? How do they approach problems—for example, would certain kinds of information and terminology be understood by the medical staff but not by administrators? The medical staff would be familiar with information on risks and benefits of certain medications for certain patients, while administrators would be familiar with government regulations on Medicare reimbursement. Use information, explanations, and language familiar to your specific readers.

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