



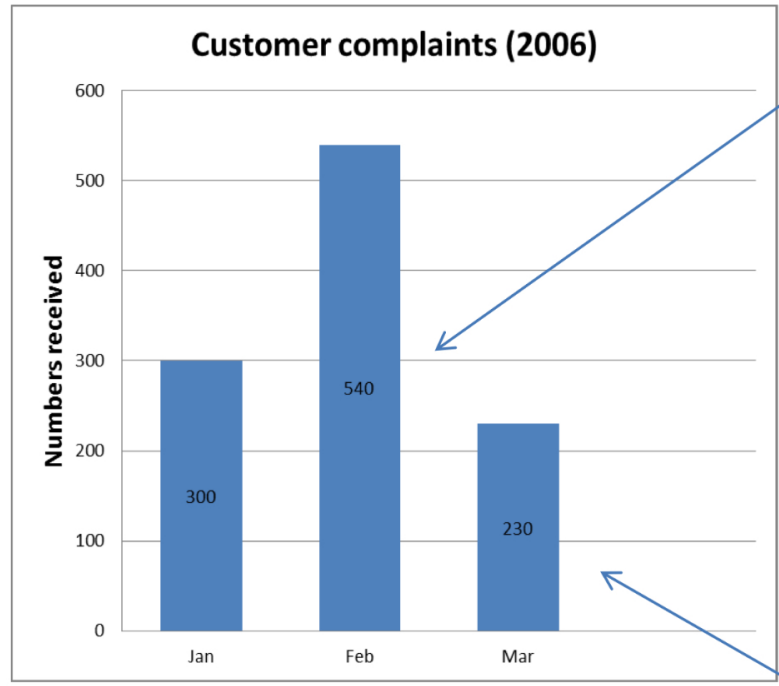
# Writing a Report

## Exercise 25

В упражнении использовано задание муниципального этапа ВОШ 2012/13, 9–11 класс.

You work in the Customer Services Department of an internet-shop. You have been asked to prepare a short report for your manager on customers' complaints. Look at the information below, on which you have already made some handwritten notes. Then, using **all** your handwritten notes, write your **report**.

**Write 180–200 words.**



*computer system breakdown*

*improved order system introduced*

*fewer in*

Reasons for complaints (Jan-March)

- ❖ Incorrect order delivered – 16%
- ❖ Time taken to deliver – 56%
- ❖ Product quality unsatisfactory – 28%

*say what is being done about this*

*explain plans to improve*