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**GET ENGLISH FAL
TEACHER DEVELOPMENT PROGRAMME
Grade 9 Resource Activities
Report Writing**

**WRITING AND PRESENTING TRANSACTIONAL TEXT REPORT ON DISPUTE BETWEEN
SELLER AND PURCHASER**

WORKSHEET 1

Write a report

A report is a summary of a situation or event that has already taken place.

Therefore, a report only needs to include the main points when presented in the sequence in which they occurred.

Remember that a report is always written in the past tense.

Features of a good report					
1. It is well structured.	2. It has an introduction , body and conclusion.	3. It includes all the main points.	4. The facts are correct and follow a logical sequence.	5. It is informative and relevant.	6. The writing style is simple, to the point and appropriate

How to write a report.

1. Prepare a mind map to show the main points.
2. Plan the introduction – this sets the tone of the report. It answers who, what, where, why, when and how.
3. Plan the body. Use two or three paragraphs to expand on the information that included in the introduction.
4. Stick to the main and supporting ideas only – no detail.
5. Plan the conclusion. Restate the main facts. Explain why the information in the report is important. State what has been learnt from this experience.
6. Read and edit the rough draft. Use conjunctions to make the information flow. Use a word / phrase from the last sentence of the preceding paragraph, in the next paragraph, to improve the flow of the report. Check grammar and spelling.
7. Write up the final draft.

This term you have learnt how to write well-structured sentences including different types of sentences.

When editing your report ensure that:

1. You made the correct use of concord (agreement) in sentence writing.
2. You made use of adjectives to make your report reading more interesting.
3. You made use of conjunctions to improve the flow of your writing.

The writing process.**Follow these instructions to write a comprehensive report**

1. Plan your report writing using a mind map, brainstorming or a spider diagram.
2. Prepare a rough copy of your report. Edit and proofread this copy before you start work on your final report document.
3. Follow the writing process guidelines to ensure that you plan, draft, write and present a report of quality.
4. The length of your report should be between 140 and 160 words.
5. **Write up your final dispute report document.**

TASK**Imagine you are the Dealer Principal of ABC Motor Holdings, a motor car company.**

Your sales staff are required to fill in complaint forms when customers complain about a car they have bought from your company.

One of your salespeople Mr Smile recently sold a new BMW X 5 car to Mrs Taylor.

Mrs Taylor took delivery of her new car at 14h00 on the 5th January 2023. The salesperson, Mr Smile, administrated a comprehensive hand over aligned to the company's check list policy.

Mrs Taylor signed for delivery of the car and drove out of the showroom at 15h00 on the 3 January 2023.



Read the complaint form below:

ABC MOTOR HOLDINGS
CUSTOMER COMPLAINT FORM

Ref number: T/S 324/23

Date: 4 January 2023

Complainant: Mrs Taylor

Make and model: BMW X 5

Address: 41 No Nonsense Road Johannesburg.

Tel No: 011 444 5467 082 666 7890

Salesperson who took complaint: Mr J N Smile

Time of complaint: 4 January 2023 15h30

Complaint received: 5 January 2023 09h30

Telephone	√	In-store	√	Email	
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Complaint details:

Date	Comments
Wed 4/1/23	Client who had purchased a new BMW X 5 phoned at 15h30 complaining that the salesperson handing over the car was in a hurry as he had another appointment and was running late. The car had not been quality assured correctly before the hand over as there were mechanical issues. The salesperson suggested that the client return in the morning with the car to discuss her concerns face to face.
Thurs 5/1/23	The client returned to ABC Motor Holdings in the morning of the 5th Jan at 09h00 and logged the following complaints: 1. There were no spare keys for the car. 2. The Police stopped the client at a road block and the temporary license disk issued by ABC Motor Holdings was incorrectly filled in for which the client was issued a R1000 fine. 3. When applying the breaks, the car pulls to the left. 4. The reverse gear is difficult to select, resulting in the client having to push the car out of her garage. 5. When the car had been pushed out of the garage, a new patch of oil was noted on the garage floor. 6. Client demanded a refund or a new car.

Recourse:

Date	Comments
Thurs 5/1/23	ABC Motor Holdings provided client a courtesy car until mechanical repairs are done. Spare keys for car were found. ABC Motor Holdings paid the R1000.00 fine. Administration will reissue the temporary plates and pay for the purchase of the permanent number plates and mount free of charge. Salesperson apologised to client for being in a rush during handover. Car booked into workshop for repairs.
Fri 6/1/23	Salesperson phoned client at 11h00 providing an update with the progress of the repairs to car.
Mon 9/1/23	Client's car sent to roadworthy for final mechanical check.
Tues 11/1/23	Salesperson phoned client at 08h30 providing an update with the progress of the repairs to car. Repairs to car taking longer than expected. Client expressed irritation and disappointment. Continue to demand a full refund or a new car.
Thurs 13/1/23	Car returned to ABC Motor Holdings at 11h00. Phoned client at 09h00 and set up an appointment to hand over car at 15h00 on the 14/1/23

Feedback:

Date	
Fri 14/1/23	Client arrived late, irritated and frustrated. Demands made were that if the car is still not performing correctly that she be refunded or given a new car. A second thorough hand over was done. Spare keys were signed for. The correct car license plates had been mounted. ABC Motor Holdings fitted new car seat covers free of charge. Filled tank with petrol free of charge. ABC Motor Holdings had had the car auto valeted free of charge. The sales person took the client for a test drive. ABC Motor Holdings extended her service plan by one year free of charge. The client returned the courtesy car signed for and took ownership of her car.
Sat 15/1/23	Salesperson phoned client at 10h00 to follow up and ensure she was happy. No further mechanical issues were apparent at the time of this call.
Salesperson's signature	
Salesperson's name in full: Mr Johannes Nkosi Smile.	

Identify:

1. The mechanical problems the client experienced with the car.
2. The disputes over the handover.
3. The duration of the dispute.
4. The client's wishes.
5. The recourse (the help offered to remedy the situation).
6. The eventual solution.

Mind map:

1. The sequence in which the events happened.
2. The information you would include in your report's:
 - a) Introduction
 - b) Body
 - c) Conclusion



REPORT WRITING: TEACHER'S GUIDE AND RUBRIC

Introduce the concept of report writing to your learners. Go through the features of a good report.

Learners should be familiar with in store complaints and product complaints as many will have either heard about or experienced them in their own lives.

Explain what a dispute means.

Learners are requested to write a report about a case study referencing a complaint form.

Learner's own response in preparation for their report.

Remind learners to follow the writing process.

RUBRIC FOR GRADE 9: REPORT WRITING

[10]

Criteria	Exceptional	Skillful	Moderate	Elementary	Inadequate	Criteria	Exceptional
	80 – 100%	70 – 79%	60 – 69%	50 – 59%	40 – 49%	20 – 39%	0 – 29%
Content and format 6 marks	Applied rules of format. Excellent ideas and appropriate content. Correct length.	Applied rules of format. Good ideas and appropriate content. Correct length.	Applied almost of the rules of format. Good ideas and suitable content. Correct length.	Applied almost of the rules of format. Good ideas and suitable content. Correct length.	Applied some of the rules of format. Inadequate ideas content not appropriate.	Vaguely applied aspects of format. Few ideas and content not appropriate.	Applied most of the rules of format. Good ideas and suitable content. Correct length.
Language 4 marks	Vocabulary is appropriate. Excellent spelling and punctuation.	Vocabulary mostly appropriate. Spelling and punctuation good.	Vocabulary is appropriate. Some spelling and punctuation correct.	Vocabulary is adequate. Some spelling and punctuation correct.	Vocabulary is limited. Basic spelling and punctuation correct.	Vocabulary is not suitable. Basic spelling and punctuation correct.	Vocabulary is not suitable. Most words incorrectly spelt and no punctuation.
MARK RANGE							

1. Learner's mark _____